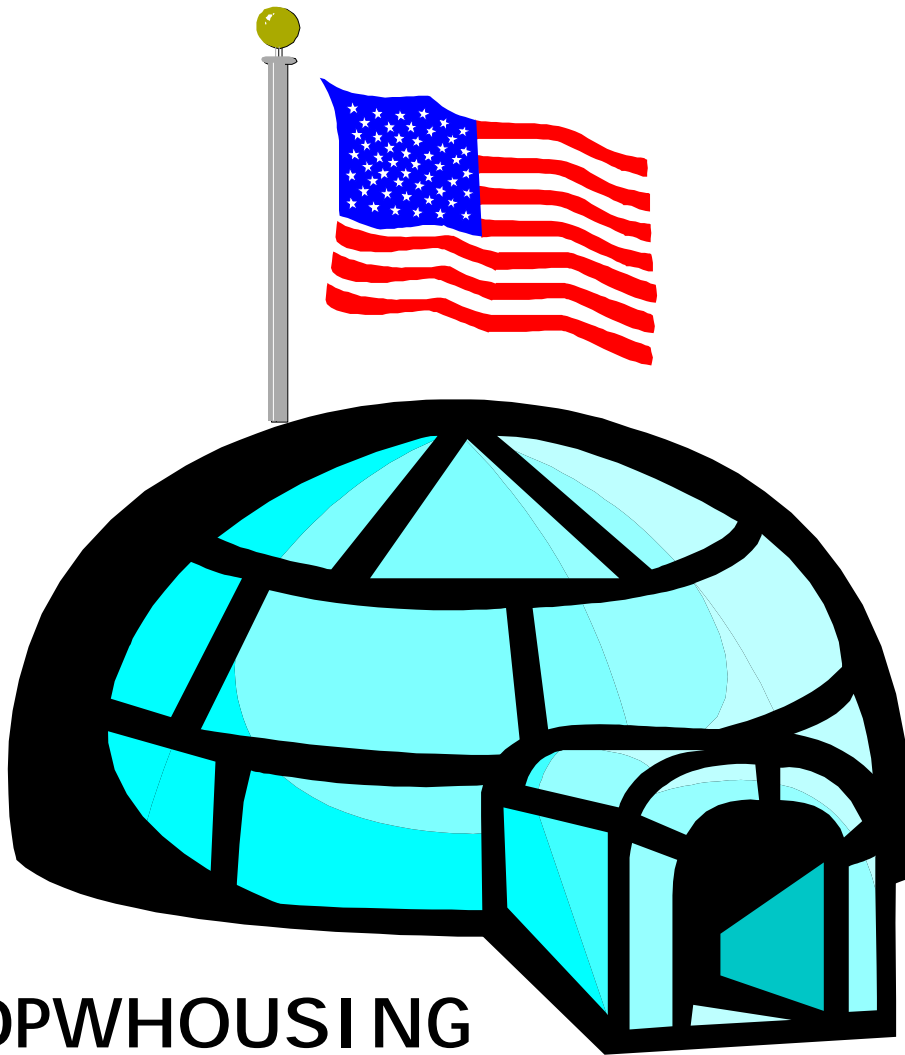


# *Resident Handbook* *Fort Richardson*



DPW HOUSING

2002





MEMORANDUM FOR New Housing Residents

SUBJECT: Welcome Letter

1. On behalf of the Post Commander, Director of Public Works, the Chief of the Housing Department, Family Housing Staff, Public Works Staff and myself, I would like to welcome you and your family to your new home wishing you a happy and rewarding tour at Fort Richardson. As a community of families and individuals, it is important that we each take a personal interest in establishing and maintaining an attractive, pleasant living environment.

2. This Resident Handbook contains several items designed to assist you in getting settled in your new home. It also identifies your responsibilities as new residents of government housing, the responsibilities of the Public Works Housing Organization and other post support activities. You should become familiar with the information contained within this handbook and go over it with your family members. Periodically this handbook is revised and updated, if you have questions, contact the Housing Office, 384-0309. Of particular importance are the instructions on Self-Help Maintenance and the operation of the smoke detectors in "your home".

3. To help maintain effective communication with the residents of family quarters, the senior soldier of each building has been appointed as the Senior Occupant. The Senior Occupant's job is to assist in making our community a harmonious place to live and to co-ordinate those duties with the appointed Area Coordinator of your housing area. The Senior Occupant of your building will be contacting you within a few days to explain your responsibilities concerning the maintenance and policing of the area surrounding "your home" and other matters related to the residency of family quarters on Fort Richardson. It is expected that a cooperative relationship will be developed among all residents, but should an incident occur or conditions exist that are beyond your authority or capacity to resolve, they will be brought to the attention of your Senior Occupant (appointed for each building), Area Coordinator (appointed for specific Family housing area/neighborhood) or Post Services in Building 1. Your direct Chain of Command within the Fort Richardson Community is these individuals. You should surface any concerns or complaints utilizing your community Chain of Command.

4. During your period of occupancy you will be expected to perform minor Self-Help maintenance to assist in maintaining "your home" to acceptable standards. In order to draw supplies, you are required to obtain a Self-Help identification card. Public Works conducts individual Self-Help instruction and issue of coded identification cards to quarter's residents on various Self-Help projects and to define the limits of expected/required maintenance. **Obtaining a card is mandatory for the soldier assigned to the quarters.** Family members are strongly encouraged to familiarize themselves with self-help procedures, as they are normally the ones who have to report the problem. The Self-Help cards are issued on an

individual walk-in basis, at Bldg. 706, Wednesday – Saturday. Remember, you will not be allowed to draw supplies without a Self-Help identification card.

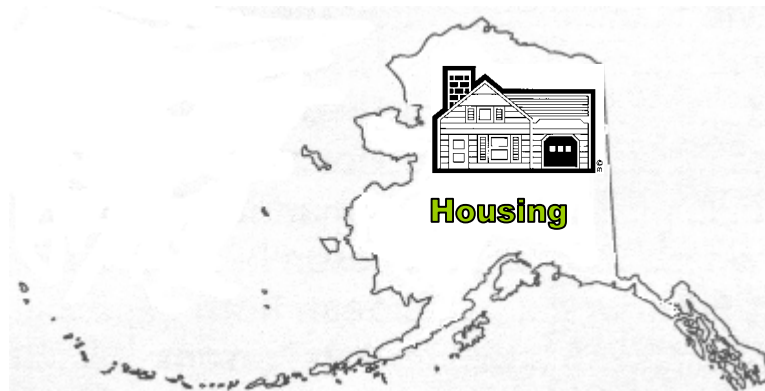
5. Non-dependent relatives, nannies or visitors are not allowed to reside in government quarters for more than 30 days without prior approval. A memorandum from the service member stating the reasons, names of guests, with attached verifications must be endorsed by the sponsor's Company Commander and submitted to Family Housing, Building 600, Room 104, for approval and issuing of nondependent identification cards.

6. Our objective is to make Fort Richardson a safe, comfortable and attractive community in which to live, work and play. In keeping with this objective you will find there will be many ongoing projects to improve the quality of life for our residents. I solicit the support and cooperation of you and your family in achieving this goal.

7. Please take the time to fill out the Customer Questionnaire Sheet and drop it off at the Housing Office, Building 600, Room 104. If you have suggestions or comments, we are always glad to hear them. We review each questionnaire to improve our services within our available resources.

TEEN DAVIS  
Chief, Housing Branch

HELEN K. PUTNEY  
Family Housing Manager



## ***HISTORY OF FORT RICHARDSON, ALASKA***

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Fort Richardson was named for the military pioneer explorer, Brigadier General Wilds P. Richardson, who served three tours of duty in the rugged Alaska territory between 1897 and 1917. Brigadier General Richardson retired in 1920 after 40 years in service, much of it as one of the original Arctic Warriors.

The Post covers 62,000 acres. Fort Richardson was originally built during 1940-41 on the site of what is now the post's sister installation, Elmendorf Air Force Base. Fort Richardson was established as the headquarters of the United States Army Alaska in 1947 and was moved to its present location in 1950. The early 1950's saw an extensive building program designed to make the post more livable.



Three off-post Nike Hercules missile sites were built in 1959 as permanent facilities. In December 1959, history was made when one of the Nike missiles at Site Summit (atop the mountains overlooking the post) was test fired, marking the first time a Nike Hercules has been fired from an actual operational location. The site was inactivated in July 1979, after more than 20 years of defending the Anchorage skies.

By 1960, Fort Richardson's major facilities (i.e. Health and Dental Clinics, Commissary, Main Post Exchange, Officer's and NCO Clubs) were built to serve the soldiers. From 1961 until 1973, Fort Richardson hosted the United States Modern Biathlon Training Center to train both military and civilian athletes in the combination cross-country skiing and rifle marksmanship.

After the "great earthquake of 1964", Fort Richardson became the only link with the outside for many of the outlying communities. More than 1,000 soldiers were in Anchorage within two days, supplying food, water, communication and medical supplies to the injured and homeless. Their focal point for rescue operations for the state lasted for almost three weeks. The post itself suffered an estimated \$17,000,000 in damages—minor compared to that of other areas, and only one fatality was reported on Fort Richardson.

In 1969 and 1971, Fort Richardson was presented with the Secretary of Defense's Citation for Meritorious Achievement in support of the Department's Natural Resources Conservation Program. The Assistant Secretary of the Army through the Environmental Safety Board has awarded Alaska the USARAK Team Award in 1999 for environmental restoration.

Also in 1969, the post received the "Conservation Organization of the Year" from the Secretary of the State of Alaska, who commended Fort Richardson for its outstanding achievements in wildlife conservation education and its active scientific research and management of game. Today, moose are often seen within the Family Housing areas.

Starting in 1995 Fort Richardson received award designating it as "Tree City USA", through the National Arbor Day Foundation. We have continued to receive this award for our continued program for community development of tree planting and conservation efforts.

Fort Richardson Family Housing received a design award in 1998, for our Housing Community Plan, developed to create unique neighborhoods for Army families. We are dedicated to supporting the continuing effort to improve and enhance the quality of life for families living in government quarters.

Today, Fort Richardson is a modern and bustling post featuring all the conveniences and services found at any army installation. Fort Richardson has been under going continuing changes/renovation/remodeling projects to enhance the lives of soldiers and their families.

***WE HOPE YOU ENJOY YOUR TOUR-OF-DUTY HERE AT  
FORT RICHARDSON!***

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## ☺ **WORKING TOGETHER FOR A BETTER COMMUNITY**

### **RESIDENT'S RESPONSIBILITIES**

- ♥ Respect the rights of others.
- ♥ To try to get along with other residents. Everyone has a right to the peaceful enjoyment of their home and the community.
- ♥ To complete an inventory of all damages NOT annotated on the Quarter's Assignment Inspection Record and turn it in to the Family Housing Office within 15 days.
- ♥ To maintain your quarters as a prudent homeowner, and report any needed repairs (which are not resident self-help repairs) to the Service Order Desk as soon as possible.
- ♥ To be at home or to have access arranged for maintenance workers once you have called in a Service Order Call.
- ♥ To keep the premises clean and safe inside and outside in accordance with the Resident's Handbook, other publications or regulations and to obey all rules and regulations of the Post.
- ♥ To refrain from any conduct which unreasonably disturbs the peace and quiet of other residents. The resident is also responsible for the actions of family members, friends, guests and/or pets.
- ♥ To dispose of trash properly and in a timely manner
- ♥ To responsibly care for pets IAW high standards of cleanliness and safe care.
- ♥ To use all electrical, plumbing, sanitary, heating and appliances properly and in accordance with applicable manuals (available at FMO).
- ♥ To support your Area Coordinator, Mayor and Senior Occupant.
- ♥ To review information sheets pertinent to residing in this community which are provided through newsletters and publications to all residents?
- ♥ To advise Family Housing of any extended absences (over seven days), and to supply a point-of-contact (see page 15).
- ♥ To advise Family Housing of any guests who will be residing in your quarters in excess of 30 days.
- ♥ To update Housing with changes in rank, DEROS, number of dependents, phone numbers and assigned duty unit.

### **PUBLIC WORKS' RESPONSIBILITIES**

- ♥ To give courteous and responsive treatment to all questions and concerns; Customer Service has top priority.
- ♥ To comply with the requirements of applicable building and housing codes.
- ♥ To make all skilled repairs and do whatever is necessary to put and keep the premises in a fit and habitable condition.
- ♥ To maintain in good and safe working condition all electrical, plumbing, sanitary, heating systems and appliances.
- ♥ To provide and maintain appropriate receptacles for the collection and removal of trash.
- ♥ To keep other residents, their families, friends, guests or pets from unreasonable disturbances.
- ♥ To provide each resident with a Resident's Handbook which outlines Self-Help program requirements, policy for reporting needed repairs, guidelines for residing in Quarters and other information pertinent to your responsibilities in Family Housing.
- ♥ To provide information pertinent to Public Works and Family Housing issues to our customers upon request.
- ♥ To assist you in obtaining adequate housing for your family's needs, whether it is on or off post, to the best of our resources.
- ♥ To provide residents timely advance notification information on scheduled repair and construction projects.



**Consult your Resident's Handbook for additional information. Direct Family Housing questions to 384-0309**



☺ **Direct post-wide concerns to your Post Services at: 384-2337/2199**

# FAMILY HOUSING

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The staff of the Family Housing Office welcomes you to Fort Richardson, your new home at the foot of the Chugach Mountain Range. This Resident's Handbook was prepared to assist you and your family to quickly join the Fort Richardson Community and make your home as comfortable as possible. The information it contains is in compliance with policies and regulations of the United States Army and Local Command. As a member of the Fort Richardson Community your adherence to the regulations is expected. It is a privilege to live in this community and enjoy its' services. Those who elect not to respect the community are demonstrating that they do not wish to belong. We encourage you to make a difference in a positive way, demonstrate your commitment to the community. Be a good neighbor! Become involved as an active member of your community. Familiarize yourself and your family with the information presented within this Resident's Handbook.



Remember that service members are ultimately responsible for any damage or loss of property. They are responsible for providing full cooperation to the Family Housing personnel and are responsible for the behavior of their family members and visitors, regardless of their age.

Community living requires mutual cooperation and consideration by every resident. Please do not hesitate to contact your Building Senior Occupant or Area Coordinator with issues. Should they be unable to resolve an issue please, contact Post Services at 384-2337 or the Family Housing Office at 384-0309 with any questions or conflicts leading to unpleasant situations.

## ***ELIGIBILITY ENTITLEMENT***

**Living in government quarters is a privilege.** Housing is provided on a first come, first served basis, determined by your eligibility date. There are often many families waiting in line to receive this privilege. Federal Law does not mandate that family housing be provided. Therefore, service members have no legal entitlement to government quarters. In accordance with Army Housing Regulation AR 210-50, the USARAK Housing Policy and other current Post policies, residents are reminded that government housing, will not be used for illegal purposes, i.e., drugs, abusive treatment of dependents, guests, neighbors or pets. Residents wishing to run commercial businesses must request permission for approval from the Post Commander through the Post Operations Office located in Bldg 1.

All branches of military personnel entitled to Basic (BAH) at the "with dependent" rate (or at the "without dependent" husband and wife are service members) are eligible for housing when accompanied by family members or spouse. The will verify the eligibility of **all** occupants through coordination with Office.



Allowance for Housing rate when both the assignment to family Family Housing Office the Military Personnel

Once you sign for "your home" our office often does not interact with you until it's time for you to leave. **For this reason, you must promptly notify the Family Housing Office**, of any change in rank, marital status (separation, divorce, death of spouse), family composition, length of tour, Permanent Change of Station (PCS), Expiration of Term of Service (ETS), retirement dates or any other changes which may affect your eligibility for quarters or financial entitlements.



## **EXCEPTION TO HOUSING POLICY REQUESTS**



Exceptions to the provisions in the regulations are applicable for all Army components assigned to the Command, tenant organizations and activities on Fort Richardson. In an effort to best support soldiers in their special housing requirements, these special requests may include issues i.e., establishing an earlier eligibility date for justified reasons, authorization for an extra bedroom, housing area preference change or requests for priority assignment to BOQ/SEBQ when a soldier's family returns to CONUS.

Requests for exception to housing policies are considered on extreme hardship, medical, compassionate reasons or in highly unusual situations. Approval of such exception must have strong justification that the issue may not be resolved through other means.

Clear justification must be provided with a request for a live-in nanny. Proof of employment must be furnished prior to approval. Proof of employment may include a valid employment contract and/or proof of required tax payments made by the sponsor on behalf of the nanny. Only those justified through a formal employment contract will be considered for approval. Sole or dual military parents must enclose a copy of their Dependent Care Plan with their request.

## ***RESPONSIBILITIES***

- You, **the soldier**, are responsible for submitting your request, with supporting documentation, through your Chain of Command, and MEDDAC or DCA, if circumstances warrant. Your request should be signed by yourself and endorsed by your Company Commander and the first O5 in your Chain of Command.
- Route requests through the Director of Public Works, ATTN: Housing Office, to the Post Commander. Post Housing Manager will evaluate the request and recommend approval or disapproval.

The sponsor will be notified of the Post Commander's decision. Appeals may be resubmitted through the soldier's Chain of Command, the Director of Public Works, Post Commander, for decision by the Garrison Commander.

If you have any additional questions, please contact Family Housing at 384-0309.



## ***RESIDENT'S RESPONSIBILITIES***

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Please keep in mind that you are responsible for maintaining “your home” as a prudent homeowner. The words “**your home**” were chosen for their exact meaning. When you were given the keys to your assigned quarters, it became “your home”. Since it is “your home” you are expected to maintain it in a manner similar to that of any proud homeowner in a well-maintained neighborhood. The care of your home and appliances, the private sector, is your responsibility. When you are ready to move, a clean, well-maintained home sells quickly at a top market value. On the other hand, a home that has been neglected, not cleaned, or maintained, requires a lot of expense and hard labor to prepare it for a new resident. The Army, unlike some civilian landlords, has high standards when preparing a unit for a new resident.

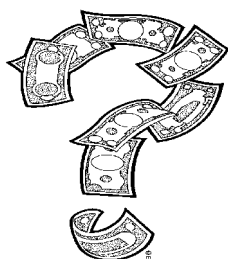


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This responsibility includes keeping “your home” and grounds in a clean, orderly, sanitary and safe condition. As a sponsor, you are responsible for ensuring that your quarters, grounds and equipment are not subject to abuse or neglect, and the premises are not used for non-approved commercial, illegal or immoral purposes. The care and cleaning of “your home” in accordance with good housekeeping practices is outlined in the Quarters Cleaning Guideline. **You will** obtain a copy of these guidelines at the Family Housing Office in Bldg. 600, Rm. 104. These guidelines may change prior to your clearance from quarters, and an updated booklet will be provided to you at your Housing Out-processing Briefing.

Occupancy of government quarters carries with it a responsibility for some self-reliance by doing “handyman” type work. Specifically, self-help type jobs that would be completed by a prudent homeowner, to conserve funds and to preserve the individual premises. Caring for your Army “home” is a cooperative effort amongst you, other residents and the maintenance workers. All residents must attend a MANDATORY Self-Help briefing within 30 days of signing for quarters. If the briefing is not completed within this period of time, no items will be issued until the briefing is attended. Individual briefings are accomplished on a walk-in basis, Tuesday - Saturday, 0930-1700 hours (except holidays) at Building 706. It is recommended that both the sponsor and spouse attend the briefing. The briefing lasts approximately 30 minutes and children are welcome. When necessary, major repair work will be accomplished for you by a skilled craftsman.

Your area of responsibility includes those grounds that fall within your logical lot line, i.e. one-half the distance to the next dwelling unit or building. The area between the sidewalk and the streets to include front and side if in a corner unit is also your responsibility. You should ensure that sidewalks, driveways and porches are kept clean and free of trash, snow, obstructions and other hazards such as pets.



In cases of damage to quarters beyond normal fair wear and tear, resulting from pets or any other resident, the resident will be held liable for payment or repair/restoration prior to clearance of quarters. For more detailed information refer to Conditions of Occupancy for Military Family Housing and Notice to Housing Unit Occupant; Liability for Damage to Assigned Quarters. You signed these agreements when you signed for “your home”. These documents are set forth in AR 210-50, Housing Management and may be obtained from the Family Housing Office located in Bldg. 600, Rm. 104.

In the summertime, residents are responsible for maintaining their yards halfway to the adjacent building. This includes policing any garbage, picking up pet feces on a daily basis, timely cutting and trimming of shrubs, edging along your sidewalks; watering, fertilizing and pruning of your yard, bushes and trees. If a tree appears to be dying call the Service Order Desk at 384-3664. If you notice an infestation of bugs in your yard or on your plants please call the Entomology Shop at 384-2990. Vegetable gardens are not authorized in Family Housing areas. Contact Self-Help at 384-3681 for information on garden plot availability. **No POV repairs or oil changes may be done in the housing areas.** Vehicles will not be left on blocks, stands, or any other form of support other than the tires. Please use the Auto Craft Shop for these activities. **Vehicles must remain on pavement at all times.** All residents are encouraged to work to improve their yards and so the community as a whole.

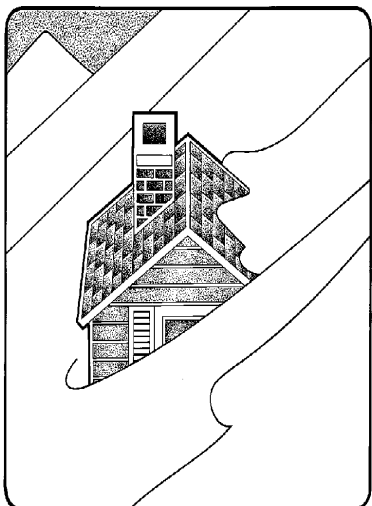


As an incentive and effort to recognize those who make a difference your Community Mayor Program sponsors a Yard of the Month competition during the summer months.

During the winter season, residents are responsible for the removal of snow and ice from building signage, steps, porches, driveways, mailboxes, and sidewalks in the front and rear of their quarters to a point halfway to adjoining quarters/building. **This must be accomplished within 24 hours of snowfall.** Vehicles must remain on pavement at all times. When shoveling snow from steps, sidewalks or parking spaces; snow must be placed on grass areas adjacent to the buildings, **NOT SHOVELED INTO THE ROADWAY or STREET.** Make sure you police your pet's feces daily, or you will have a not so nice "surprise" in the spring. Ice melt is available through Self-Help; however, remove snow from the sidewalk prior to sprinkling the ice melt (do not expect ice melt to melt the snow so you do not have to shovel). **Residents living adjacent to fire hydrants are responsible for shoveling the snow three (3) feet around the hydrant, to include a two (2) foot wide path from the hydrant to the nearest street.**

The Mayor's Program sponsors a holiday decoration competition during the December holiday season.

Coordination of building residents is necessary to insure all adjoining and common areas are free of trash, snow and ice. It is the Senior Occupant's responsibility to insure all residents comply with these instructions. It is expected that, in performing these duties, a harmonious and cooperative relationship be developed between all housing residents of Fort Richardson. See the Area Coordinator / Senior Occupant section on pg. 13.



If you notice safety deficiencies or maintenance requirements in common use areas, i.e. a park, pavilion, playground, etc., please contact the Service Order Desk at 384-3664, for the appropriate repairs to be made.

## **REQUESTS TO MOVE OFF POST**

Requests to move off post, must be submitted, in writing by the service member, routed through his/her chain of Command, endorsed by Company Commander and brought to the Housing Office. The service member is required to reside in quarters for a period of 6 months, prior to requesting to move off post.

Request must be submitted to Housing for approval and to set up a Pre-termination inspection. You will be allowed to move 30 days after your Pre-termination inspection date. This 30-day notice allows time for your move and quarters cleaning. It also allows notice to the next family on the waiting list for their move.

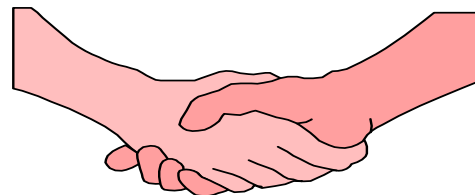
Examples of this type request may be obtained in the Family Housing Office, Bldg. 600, Rm. 104.



## ***AREA COORDINATOR/SENIOR OCCUPANT RESPONSIBILITIES***

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The Area Coordinator position is appointed by the Chain of Command of the unit aligned to support your community (Piece of the Rock unit) and approved by the Post Commander. The Area Coordinator's responsibility will not be delegated to family members. The Area Coordinator is an additional duty that includes input on the soldier's NCOER/OER.



Senior Occupants are assigned for each building (or housing area, street for Moose Haven). The Post Commander through Family Housing appoints Senior Occupants. In the event the Senior Occupant clears quarters, the next senior person will be appointed as the Senior Occupant. The Senior Occupant's responsibility **WILL NOT** be delegated to family members.

Area Coordinator/Senior Occupant signs must be posted at all times. To obtain a sign contact Post Operations, 384-2337/2199.

Area Coordinator/Senior Occupants are responsible for the supervision, as necessary, of occupant's policing and appearance of their assigned areas. Included in these duties are:

- Policing of playgrounds
- Policing of lawns, including the street in front, rear and sides of quarters
- Maintenance of lawns and flower beds to include lawn mowing
- If quarters are vacant, responsible for lawn maintenance and clearing walkways.
- Timely removal of snow and ice from steps, porches, building signage, driveways, and sidewalks in front and rear of their buildings to a point of at least halfway to adjoining buildings.
- Ensuring that all residents are aware of Post Regulations concerning registration and control of pets, daily policing of pet feces
- Parking in family quarters areas
- Maintaining of quiet hours
- Non-seasonal items are to be stored inside, i.e., bikes, snow tires, sleds, etc.
- Maintaining of fences and ensure that gates are closed
- Other items or areas as deemed necessary by the Post Commander.

The Senior Occupant is responsible for coordinating with the Senior Occupant(s) of adjacent buildings to ensure all adjoining grounds for which they have responsibility are policed. It is expected that, in performing these duties, a harmonious and cooperative relationship will be developed between the Senior Occupant and residents of the building assigned. In the event deficiencies occur or conditions exist that are beyond the authority or capability of the Senior Occupant to handle, you need to report to your Area Coordinator. If your Area Coordinator is unable to resolve the problem, contact Post Operations at 384-2337/2199 or the Post Commander. On appointment, you will be directed to attend an Area Coordinator/Senior Occupant's briefing conducted by Post Services.

***CONTACT 384-2337/2199  
FOR FURTHER INFORMATION ON  
THE AREA COORDINATOR / SENIOR OCCUPANT PROGRAM***

## ***VISITORS IN FAMILY HOUSING***

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In accordance with AR 210-50 Family Housing is to be used as a single-family dwelling. Requests for non-dependents and guests to reside with you (beyond 30 days) must be routed through the soldier's company commander to the Family Housing Office, Building 600, Rm. 104. Requests must show the reason for the visit, number and names of guests and the length of stay. If an exception to this policy is requested, the request must also be submitted through the soldier's chain of command for endorsement.



Occupancy of government quarters, as a residence by non-authorized guests **will not be tolerated.** Total quarters occupancy will not exceed more than two occupants per bedroom. Basements are not authorized as living or sleeping areas for safety and health reasons. Rent or other monetary compensation cannot be collected from dependents or guests.

Clear justification must be provided with the request for a live-in nanny. Proof of employment must be furnished prior to approval. Proof of employment may include a valid employment contract and/or proof of required tax payments made by the sponsor on behalf of the nanny. Only those justified through a formal employment contract will be considered for approved. Sole or dual military parents must enclose a copy of their Dependent Care Plan with their request. Requests will be processed as an Exception to Policy by the service member (pg. 9)

**A guest is limited to thirty (30) consecutive days** without prior approval, not to exceed a total of thirty (30) days per twelve-month period. The twelve-month period is counted from the first day of the first visit. **A guest is defined as any person(s) who is not a dependent and/or not authorized to permanently reside in government quarters. A guest is not assigned duty in the Anchorage or Fort Richardson area and lives beyond a 50-mile radius of this defined area.**

Military members and their dependents stationed within commuting distance (1 hour) of Anchorage, and who are authorized other types of government quarters are not considered under the "guest" category. Military personnel and/or military dependents are not authorized to reside with another military family in government housing.

All guests must comply with all existing command policies. Sponsors are required to inform their guests of all such rules and to ensure their compliance. Failure to comply will result in revocation of approval and the guest's immediate departure from quarters.

As the sponsor you are ultimately responsible for the actions of your guests. Having unauthorized guests or non-dependents residing with you could be cause for revocation of government quarters.

Permission for a guest(s) to visit or reside with you may be revoked for misconduct or when in the best interest of the U.S. Army relating to the health, safety or morale and welfare of the installation.

## ***ABSENCES FROM QUARTERS (See Appendix H )***

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Any time you are away from your quarters it is your responsibility to ensure that the grass is mowed, the snow is shoveled, your pets have a caretaker, newspapers or flyers are removed from your step or door, and to make sure emergency maintenance work is completed.

**If you are going to be away** from "your home" for **more than four (4) days** you are responsible for coordinating with an adult neighbor or friend to look after "your home" during the time

you will be gone. Be sure that the person you are appointing is responsible and willing to take on this responsibility. Verify that your spouse or designated person has Power of Attorney (POA) that covers all necessary actions, i.e. service orders, packing of household goods or care of pets, etc. **This person must also have keys to your home;** Housing is unable to allow another individual into your home in your absence. ***Housing requires copies of Power of Attorneys (POA) in your file in case of emergency during your absence.***

**Please provide Family Housing and your Senior Occupant with the name of your point of contact,** the signature of the point of contact accepting the responsibility for “your home”, and a day/night telephone number in case a problem arises. **If the person is staying in “your home” while you are gone, you must notify Housing first.** Insure your point of contact knows where to call to report maintenance problems or emergencies. The Military Police will provide courtesy security and fire checks if you contact them at 384-0823. Please remember to notify the Post Office to hold your mail. If you are receiving the newspaper, stop delivery or make arrangements for their collection, if you do not want your point of contact to receive these items for you.

If you are being deployed you should ensure your spouse is familiar with this Resident's Handbook, the circuit breaker, garbage collection information, lawn maintenance, Self-Help maintenance requirements, and a point of contact of your Company's Rear Detachment for assistance in making Self-Help repairs.

If you will be clearing within 60 days after your deployment your spouse should contact the Housing Office to set up your Housing Out-processing Briefing. At this briefing you're Pre-Termination and Final Housing Inspections will be scheduled. You **DO NOT** have to have your orders in hand to make these appointments. If the quarters will be terminated while the sponsor is away, the spouse must have a Power of Attorney to effect the shipment of household goods.

Use the Check List at Appendix H, to assist you in completing the necessary steps to leave your home in good hands, so that in your absence you will be worry free.

## ***WHAT'S SCHEDULED FOR YOUR NEIGHBORHOOD?***

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We communicate with residents in several ways in our attempt to keep you fully informed as to what projects are planned for your neighborhood, building and home. We utilize articles in the Alaska Post, Mayor's Newsletters, direct mailings, town hall meetings, discussions at the monthly Community Action Council (CAC), Mayor's meetings, Directorate of Public Works (DPW)/Housing Web page at [www.usarak.army.mil/dpw](http://www.usarak.army.mil/dpw).

Each project will have a point of contact to answer questions on specific contracts or concerns. If you should ever have difficulty obtaining information on current or planned projects contact our Customer Relations Officer, 384-3004.





# ***SPECIAL PROGRAMS OFFERED BY FAMILY HOUSING***



## ***FURNISHING MANAGEMENT OFFICE (FMO) LOANER FURNITURE***



**Furniture is issued on a first come first serve basis.**

### **At Assignment to Quarters:**

A loaner set of furniture consists of those items necessary to provide temporary livable, conditions and is issued to soldiers **until their personal household goods are delivered** (90 days maximum limitation). The soldier needs to notify FMO at least 24 hours prior to signing for quarters if the soldier wants to guarantee delivery of loaner sets on the date of occupancy of quarters.

### **Planning for your Departure:**

You are authorized to receive loaner furniture when you are within 60 days of departing Fort Richardson. Contact FMO to arrange delivery and pick-up information. **NOTE:** Two contractors may not be in your home at the same time, this may delay the pickup of your loaner furniture, be sure to check with the FMO office.

### **If you do not own Furniture:**

Exceptions to Policy for loaner furniture must be in writing and routed through your Company Commander to Furnishing Management office.

The Furnishing Management Office is located in Building 724 Door 35. Hours of operation are 0730 –1200 & 1230 – 1600 hours, phone 384-0088.

**If you are not at your quarters, at the agreed upon time, the furniture is to be delivered, you will be financially liable for costs and may be required to transport requested furniture yourself.**

You are not required to draw all of the items indicated, only the items that meet your specific needs. The maximum authorized quantities of loaner furniture are indicated below, and can be issued for use until your household goods arrive:

<b>ITEM</b>	<b>QUANTITY</b>
Floor lamp	One per quarters
Table lamp	Two per quarters
End table	Two per quarters
Easy chair	One per living room
Davenport	One per living room
Dining/kitchen chair	One per occupant
Dining/kitchen Table	One per quarters
Night table	One per master bedroom
Double bed frame	One per master bed
Double mattress & box spring	One per double bed frame
Single bed frame	One per additional occupant
Single mattress & box spring	One per single bed frame

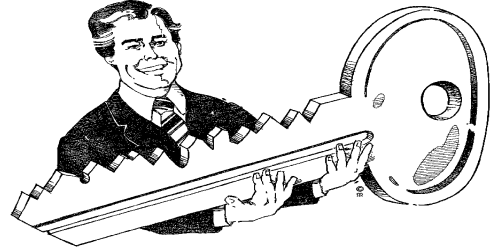
**The Loaner set will be turned into the FMO warehouse within 10 days after receipt of personal household goods.** The furniture must be cleaned to the Quarters Cleaning Guidelines and current FMO standards.



## ***“EMERGENCY” RESIDENT LOCK-OUTS***

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1. It is **your responsibility** to establish a system for you and your family to gain entry to “your home” without causing damage. You are responsible for the accountability of all keys issued to you and your dependents.
2. For security reasons it is recommended that you do not leave a key “above the door”, etc.
3. An additional alternative is leaving a key with a dependable neighbor; your First Sergeant or where you work to decrease the inconvenience of having to wait to gain access to “your home”.
4. You may have an extra key made, at no cost to you. Report to the Family Housing Office, Building 600, Room 104, complete the appropriate form requesting an extra key. Take the completed form to the Locksmith Shop in Building 706 to receive the additional key.



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## ***OUTPROCESSING INFORMATION***

### ***NOTIFICATION OF TERMINATION OF QUARTERS***

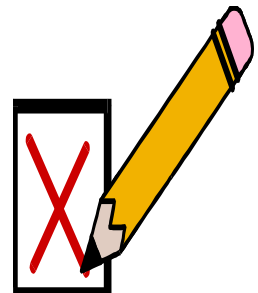
**ALL service members** are strongly encouraged to schedule their Housing Out-Processing Briefing 60 days prior to their departure date. You do not need orders to schedule this appointment. This briefing will cover TLA entitlements, Cleaning Guidelines, and will also schedule your Pre-term and Final Housing Inspections and suggest household goods pack and pick up dates. Information will be provided to answer all TLA and housing questions you wish to ask.

At Your Housing Out-processing Briefing you will be given an updated version of the Quarters Cleaning Guidelines which will be your cleaning standard when you clean and clear your quarters.

### ***PRE-TERMINATION INSPECTION***

During your Pre-Term Inspection, an inspector will walk through your house and point out areas for you to pay careful attention to when you clean. The inspectors will offer “hints” on how to clean problem areas and answer questions you may have.

You are welcome to call Housing, after your Pre-term inspection or while you are cleaning “your home”, with any questions. Please do not rely on your friends or neighbor’s advice on how to clear your quarters. Contact our inspectors, as they are the ones who will be clearing you. Our inspectors can be reached through the Family Housing Office at 384-0340. It is beneficial for you to carefully read your updated copy of the Quarters Cleaning Guidelines and annotate any questions you have prior to the Pre-term inspection and that both the sponsor and spouse are present during the inspection.



## **FINAL INSPECTION**

Sponsors on permanent change of station (PCS), Expiration Term of Service (ETS), and retirement orders will benefit from government cleaning of their quarters. These moves must be planned well in advance since TLA will be limited to three (3) days and Transportation must plan for packing and shipping within a time period with very little flexibility.

During this planning period, please remember that FMO furniture can be borrowed, thus creating a helpful extension of time for arranging packing and shipping of household goods (household goods maybe shipped 30 days early).



## **ADVANCED APPLICATIONS/PERMISSIVE TDY**

If you are PCSing to a duty station in the Continental United States (CONUS) you can send an Advanced Housing Application (DD1746) to the gaining installation's Housing Office. Once the gaining installation Housing Office receives your housing application, you should be sent a Status of Housing Availability Card (DD Form 1747) giving you the status of housing in that area. Your eligibility date for placement on a waiting list or assignment to housing will be the date you departed your last permanent duty station.

If you are PCSing with TDY en route, your spouse may be authorized to apply for and sign for housing prior to your arrival. The effective date for the spouse to sign for housing will not be earlier than your reporting date to the TDY station. Be sure to check with the gaining installation's Housing Office on their current policy and availability of quarters.

If you are PCSing to a duty station that is overseas, verify with the Levy Section for procedures you are required to follow to receive travel authorization for your family members.

## **PRIOR TO DEPARTURE**

Permissive TDY may be issued by your current commander for house hunting purposes only. You will need to provide your commander with a copy of the DD 1747. Permissive TDY is requested and authorized on a DA Form 4187. Once this is filled out, take this to Personnel to have Permissive TDY included on your orders. When you arrive at your gaining installation, take your Permissive TDY paperwork to the Housing Office for certification that you have checked in with Housing and received information on the Restrictive Sanctions List. You are not authorized to receive TLA or TLE while in a TDY or leave status.

You may find assistance with information about other posts on the internet at the following address: <http://www.pcshouseeexpress.com> the internet site lists phone numbers of various offices at your new duty station, that maybe of assistance during your move.



# ***POST POLICY INFORMATION***

## ***NAME PLATES ON GOVERNMENT QUARTERS***

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Residents are required to have their name displayed on the nameplates on both the front and rear entry of their quarters within seven (7) days of signing for quarters. The nameplate should include your rank and last name. Letters and replacement nameplates are available at Self-Help, Building 706.

Questions should be directed to the Post Operations' Office at 384-2199/2337.

<b>R</b>	<b>A</b>	<b>N</b>	<b>K</b>		<b>N</b>	<b>A</b>	<b>M</b>	<b>E</b>
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## ***PETS AND PET POLICIES***

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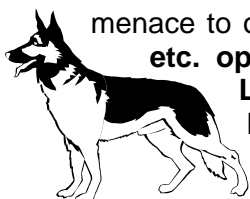
The Post Commander has determined that the Resident's Handbook can be utilized as an occupant's first warning of noncompliance with the Post's Pet Regulations. The following information is an excerpt from USARAK Regulation 210-11. A copy of this regulation is available in the AG Library, or the Post Veterinarian's Office. It is possible for you to receive your first and final warning at the same time for multiple violations.



Residents can have up to, **but no more than two (2) pets per household**. There will be **no undomesticated animals** (i.e. snakes, rabbits, reptiles, spiders, etc.) **allowed in government quarters. All animals will be registered with the Post Veterinary services within seven (7) days of arriving on Fort Richardson.** Pets are to receive vaccinations annually. Dogs and cats must wear a collar with a Fort Richardson identification tag, while outdoors.

Micro-chipping is available for a fee of \$15.00 (includes international registration) plus any additional charges incurred (i.e., impoundment fees, vaccinations, etc.). The standard adoption cost is approximately \$42.00. All military and civilian stray facilities and shelters have readers to check for microchips. Pet owners have the responsibility to keep their dogs **and cats** from running loose on the installation. Call Fort Richardson Veterinary Services at 384-2865 for more information.

Breeding of animals for commercial purposes is in violation of AR 40-905 without prior approval from the Post Commander. Non-commercial owners will register litters and dispose of litters within 60 days of birth.



Animals must be kept under control at all times and will not be allowed to become a nuisance or menace to other persons, animals or property. **Common use areas (i.e. parks, playgrounds, etc. open fields not designated for pets – dogs or cats) are off limits to animals. Leashes for walking your pets (Cats or dogs) should not exceed six (6) feet in length.** When walking your pet a flex leash may be used. When coming upon other persons the flex leash must be retracted so it is not longer than six (6) feet in length. Pets found or reported running loose on this installation are subject to impoundment at the owner's expense. If the owner cannot be identified within three (3) working days after pick-up, the animal will be made available for adoption. If an owner wishes to reclaim their animal, they must

obtain a letter of release from Post Services (Bldg. 1), then go to the Veterinary facility and pay all incurred costs. Residents, whose animals have been impounded two (2) times, will be subject to revocation of their on-post pet privileges.

Pets should have water available at ALL times. Pets should be fed at least daily on a regular schedule. Please do not leave pet food out for extended periods of time as it can attract pests.

**Pets will not be tethered to any parts of the buildings or landscaping**, to include electrical services, water faucets, porch railing, or chain link fences. Leashes to tether your pet in your yard should not exceed 10 feet in length. Lawn screws are a recommended item to tether your pet in your yard. Your pet should not be allowed to encroach on common sidewalks, parking areas, porches, parks or your neighbor's right to a "feces free yard". Pets will not be tied to a tree as this action will girdle and kill the tree. Residents may be charged for the value of the tree.

Compliance with all sanitary regulations and necessary maintenance of areas where an animal is kept is mandatory and direct responsibility of the owner. **Pet feces will be picked up daily. You are also responsible for picking up pet feces (in a plastic bag) when you walk your pet.**

The quiet hours on post are referenced on Pg. 21. All residents must adhere to the respective hours. No pet is to be housed outside, during quiet hours, without prior approval from the Post Veterinarian, 384-2865. Approval will be based upon the particular breed of the pet, the construction of the doghouse and any additional specific circumstances. Doghouses must be in compliance with the Doghouse Section, Appendix A.



We must remind you that you are completely responsible for any damages, which your pet may do inside, or outside of "your home". Pet damage is never considered "fair wear and tear". If "your home" has installed carpeting, you must exercise strict controls to make sure your pets do not soil or urinate on the carpet. If odors and stains cannot be removed through deep cleaning (at your expense) you will become financially liable for the prorated replacement cost (less depreciation) for the entire carpet and pad. Self-Help has Urine Detectors with instructions available for your use.

Owners should have a contingency plan for pet care in the event of deployment, field exercise or vacation. **Animals will not be left unattended in housing during these times.**

Owners, who wish their dogs to remain outside on a continual basis during winter, must have their dogs examined by the Post Veterinarian who will issue a Winter Health Certificate. Cats should remain indoors during winter.

If you violate any of the above guidelines, having received this Residents' Handbook constitutes your "first" warning. The "second" violation will be the "final" warning and the "third" violation will result in the revocation of your pet privileges. The Post Commander reserves the right; however, to revoke your pet privileges on the first or second violation based on the severity of the problem.

The Fort Richardson Veterinary Clinic has an active adoption program. If you need to find a new home for a pet or have lost your pet, please contact the Veterinary Clinic as to how they may assist you. If you are interested in adopting a pet, contact the Veterinary Clinic at 384-2865 for additional information on adoption. Open Monday – Friday, 0830 – 1630 hours (closed Thursday until 1300 hours for training). Bldg. 4-7811 on the Davis Highway.



## ***POSTAL INFORMATION***

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The Post Office is located in Bldg. 724 Quartermaster Road. Hours of Operation: Monday – Friday, 1000-1730 hours. Mailbox keys are issued at the Post Office. Residents are responsible for removing snow, ice, trash and etc. in a timely manner from the mail box pads. The Post Office requests you do not use any type of “anti-ice sprays” in the locks of the mailboxes.

The correct mailing address format for families in Family Housing follows:

SGT John Doe & Family  
101 First Street, Apt A  
Fort Richardson, AK 99505-0001



If you have trouble opening your mailbox or have other questions please contact the Post Office at 428-2645. **HINT:** Prior to departing Fort Richardson, contact your gaining Post Office for a box number. Change of address cards are available at the Fort Richardson Post Office. **You are required to turn in your mailbox keys to the Post Office when you clear from your quarters.**

## ***QUARTERS BASED HOME BUSINESS***

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If you are planning to operate a home based business from your government quarters you must contact Post Services **FIRST** to determine the proper procedures for your business. Home based business must be in compliance with AR 210-7 and AR 210-50, Chap 3-24 & 25. These businesses include the following: craft items for resale, AVON, Government Quarters Cleaning Teams, Tupperware, Discovery Toys, Childcare, etc.



- Child Care: If you are interested in providing Child Care in “your home” in excess of 10 childcare hours per week total care (not per child) on a regular basis, you must be certified through the Family Child Care Office.
- For more information call: 384-1500.

## ***QUIET AND CURFEW HOURS***

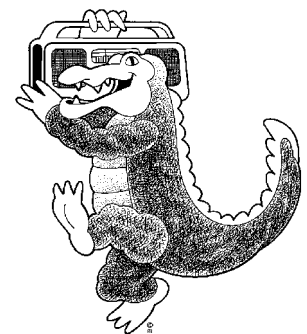
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The Garrison Commander's Office has established a standard curfew/quiet hours' policy. The curfew/quiet hours' are:

- Sunday through Thursday 2200 – 0600 hours.
- Friday and Saturday 2300 – 0600 hours.

Violations should be reported to your Area Coordinator/Senior Occupant. If the problem is not solved, contact the Military Police at 384-0823.

This policy states that dependents, children and guests under the age of 16 years must be indoors during these hours unless accompanied by an adult or guardian. **Children, 12 years or younger, require adult supervision at all times, see Appendix I, Command Policies.**



The following exceptions apply to the above curfew hours:

1. Teenagers and children attending special school, church or youth activity sponsored social or sports activities which extend past the curfew hours, may remain until the end of the activity.

2. Teenagers and children participating in a work activity, such as baby-sitting, may continue to work until released by their employer.

**NOTE:** Upon conclusion of any activity outlined above, teenagers and children will return home by the most direct and expeditious route.

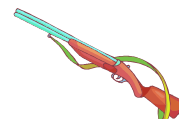
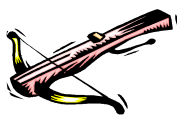
Teenagers and children are permitted to spend the night with families of friends, in homes other than their own. Parents must exercise supervision of their teenagers and children's guests to comply with this policy. Children, 12 years or younger require supervision at all times.

**The Military Police will provide strict enforcement of these policies. Failure to comply with this policy may result in revocation of government housing. Questions should be directed to the Post Operations' Office at 384-2337/2199.**

## ***WEAPON, VEHICLE, RECREATIONAL VEHICLE AND BICYCLE REGISTRATION***

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### **◇ WEAPONS**



**All personnel (military or family members)** living on post are required to register their weapon with the Military Police, at the Vehicle Registration Section located in Building 656 within seven (7) days of arrival on Fort Richardson. If you purchase a weapon after you have in-processed to Fort Richardson you have three (3) working days to register it with the Vehicle Registration Section. Contact 384-0823 for more information.

**Ammunition Loading operations:** If you wish to set up a reloading area in your home, contact the military police, fire department and the safety office for guidance and inspection of the area to be used. **A permit must be obtained and posted in your reloading area.**

**REMINDER: IAW with USARAK Reg 420-11, Section 11-4. Please note the following information:**

- a. Hand loading of ammunition in family quarters is prohibited, except with the following conditions:
  - (1) Ammunition must be for privately owned weapons.
  - (2) Maximum allowance quantities on hand are as follows:
    - (a) Black powder- 1 pound in the original container.
    - (b) Other powder- 10 pounds in the original containers.
    - (c) Primers – 10,000, with no more than 300 removed from the box at any given time.
  - (3) All powder and primers must be stored in locked, wooden boxes or cabinets with at least a 1-inch, nominal thickness.
  - (4) All powder and primers must be separated.
  - (5) A fire extinguisher (minimum of 5-pound ABC) shall be located in the loading area.
- b. A permit for loading must be obtained from the fire prevention office.
- c. The permit will be posted near the reloading area and renewed annually.

Storage should be in a cool dry location. The area used for loading will be kept free of solvents, flammable gases, or other highly combustible materials.

### ***VEHICLES***

All privately owned vehicles must be registered with the Vehicle Registration Section located in Building 656. Contact 384-0422 for more information.

Remember to slow to at 10 MPH when passing troops in formation and 15 mph in the housing areas.

## ***PARKING IN THE HOUSING AREAS***

**Six Plex/Eight Plex Areas** – Each building has eight to ten parking stalls. One stall is for each quarter's unit with the additional stalls being used as visitors parking. Visitors parking may be used by the residents on a first come first serve bases once the assigned stall is filled.

**REMINDER to all Residents:** The appliances and utility systems which support your home **DO NOT generate carbon monoxide** – the appliances are electrical and your heat is provided by hot water. Idling your car is the largest potential source of carbon monoxide. If you have a garage, **you should NEVER IDLE YOUR CAR IN THE GARAGE, EVEN IF THE DOOR IS OPEN!** This also applies to lawn mowers, snow machines, snow blowers or any small gas engines or barbecue grills.

As we change over to natural gas, for utility systems heat and some appliances on Birch Hill, we would that you will be safety aware and know where you shut off valves for appliances are located and to report any problems with utility rooms or heat.

## ***RECREATIONAL VEHICLES***

**Recreational vehicles will not be parked in the housing area during weekdays (Monday-Thursday) without authorization from the Post Commander.**



All recreational vehicles (i.e., motor homes, towed travel trailers, off road terrain vehicles, canoes, boats, truck campers, truck canopies, snow vehicles and/or plow attachments and any type of trailers) must be registered with the Vehicle Registration Section and may be parked in the Directorate of Community Activities (DCA) Recreational Vehicle Storage Lot or off post.

**Recreational vehicles are only allowed in Family Housing areas overnight from 1200 hours on Friday until 1200 hours the next duty day.** The only exceptions are if a special permit has been received from the Post Commander's Office. Contact Post Operations' office at 384-2337 for more information.

## ***BICYCLES***

Bicycle

registration is recommended, but not required. This service is provided as a courtesy to persons living on this Installation. **Riders must wear approved helmets, other safety equipment is advised, i.e. shin and elbow guards, gloves. High visibility garments will be worn when operating on roads.** The use of headphones or earphones is prohibited while riding on roads and streets. Contact Post Services for information on wearing of safety equipment and for seasonal dates.

**Winter:** Prohibited after 2" of snow accumulation, in the cantonment area of Fort Richardson, except on designated trails.

## ***YARD SALE POLICY***

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Yard sales are authorized May through September, on weekends (Friday, Saturday and Sunday). The start of the yard sale season varies with the weather and is announced by the Post Operations' Office. For more information contact Post Services at 384-2347. Yard sale permits are not required.

The following provisions apply concerning the conduct of yard sales:

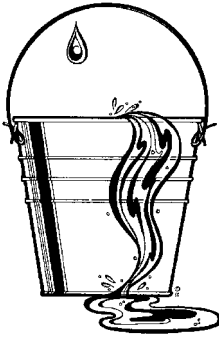
1. Hours of operation: Friday 1500 - 1800 hours, Saturday and Sunday 0900 – 1800 hours.
2. The only authorized yard sale sign to be used will be picked up from the self-help store.
3. Sale will not be for commercial gain.
4. Basement sales are not authorized in any government quarters on post.
5. Placards advertising the sale WILL NOT be affixed to any permanent structures, i.e. telephone poles, street fixtures, buildings, etc. **Signs or placards must be removed by 1800 hours on Sunday.**





## ***WATER DAMAGE IN YOUR HOUSE?***

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If the emergency consists of a broken water pipe and the result was a flooding of the interior of “your home”, you are expected to take reasonable action to protect your personal property as well as the government’s real property. You should exercise the same care and response that you would in your own home. A wet/dry vacuum is available for you to sign out at Self-Help (open on Wednesday through Saturday, 0930 – 1700 hours).

If an emergency (not resulting from resident abuse of the facility) requires clean up and results in damages to personal or government property, the following apply:

**PERSONAL PROPERTY:** Due to the possibility of plumbing back ups, occupants are advised to keep personal property that is stored in the basement, on pallets or up off the floor. Any alleged loss or damage may be addressed through the Claims Section of the Staff Judge Advocate’s Office, 384-0330. Refer to page 57 of this handbook.

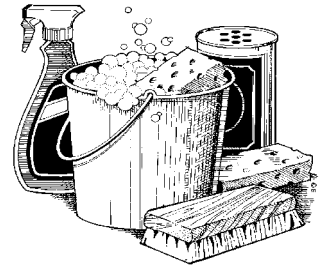
**GOVERNMENT PROPERTY/REAL PROPERTY:** Repair work will be accomplished by the most expeditious means possible. There is no contract in place for an in-house work force to accomplish clean up services. For information regarding clean-up procedures, contact Family Housing, ATTN: Engineering Tech Office, at 384-0424, who will assist with processing a request for cleaning services.

***Reminder: Basements are not to be used as sleeping areas!!***

## ***SEWER BACKUP***

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The sewer lines in the family housing units are in sequential order and run into one main line. Sewer backups can occur in spite of the best efforts of everyone concerned to prevent them. Most often, blockages are the result of toys and other foreign objects being flushed down the toilet. **Items, i.e., grease, pet feces, feminine-hygiene products (tampons/pads), diapers, or paper towels should not be flushed down any drain in your home.** Parental attention is the best way to eliminate these avoidable blockages. Please report sewer backups to Housing at 384-0424/0334. Plungers are available at Self-Help, Bldg. 706.



If a sewer backup does occur in your basement, IMMEDIATELY call the Service Order Desk at 384-3664 and request a plumber be dispatched to unplug the drain. ***If, you have used a drain cleaner to clear the drain, inform plumbers on their arrival.*** While waiting for the plumber to arrive, remove any personal items from the basement that could possibly be damaged. Do not allow children or pets into the basement area until after clean up has occurred. Use caution in entering the living area of your quarters after being in the basement, the carpeting in your quarters could become contaminated by sewage, which has been carried in on your shoes.

In cases other than those types which are very minor, you should contact the Family Housing, Building 600, Rm. 104, Engineering Tech Office, 384-0424, to request assistance in clean up of your basement. There is no contract in place for an in-house work force to accomplish clean up services. Therefore, when necessary, a request for a cleaning service will be initiated and a cleaning contractor will be brought in to assist you. Contractors will normally NOT assist in removing personal property from the basement; this will be your responsibility.

In cases of sewer backups which are not the result of you or your dependents negligence, the Staff Judge Advocates Office, Claims Section, 384-0330, will be able to assist you in filing your claim for damages sustained to your personal property.

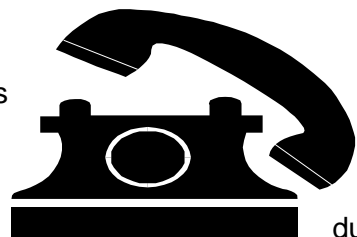
When backups occur more than once in a short period of time, even when not severe, contact the Family Housing, Engineer Tech Office, 384-0424/2603. This will give the maintenance personnel an opportunity to investigate and repair the problem before it can escalate.

## ***EMERGENCY SERVICE ORDER OR NOT?***

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**First off, what is an emergency? When do I call? Who do I call?**

Every housing resident needs to know that maintenance calls must be called in during the duty day and that only bona fide emergencies should be called in after duty hours. You and your family members should become familiar with available items and the techniques needed to perform any Self-Help maintenance tasks during your occupancy of government quarters.



during

### ***A Bona fide EMERGENCY is:***

An unexpected, serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to government facilities which occurs after duty hours Monday through Friday and all day on Saturday, Sunday and Holidays. Call 384-3664 to report an emergency service order. The dispatcher at the Fire Department receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem.

**All calls are evaluated and responded to in the following order:**

1. Physical harm to personnel
2. Structural damage to the facilities
3. Potential property damage

### ***WHEN and WHO do I call during duty hours?***

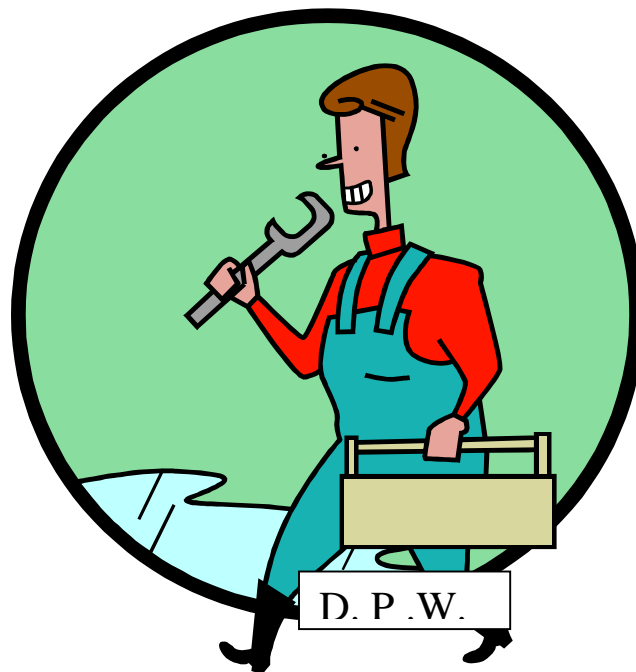
Please **call 384-3664 during duty hours, 0730 - 1630 hours, Monday - Friday** for maintenance and repairs. Only bonafide emergencies are responded to after duty hours so please do not wait until then to call in a service order. Once you call in a service order, please ensure that a responsible adult (18 years or older) is home so the maintenance personnel can do their work. If you must leave after you call in a service order, you can leave your key with a trusted neighbor for the workers to gain access to "your home". Make sure you put a note on your door telling the workers whom to contact. **If you are not home when the maintenance personnel arrive it is your responsibility to recall the Service Order for assistance.** Duplicate calls to the same residence, because the resident was not home, slows down the response times and keeps the workers from performing maintenance calls for other residents. Each "Not at Home" call costs Family Housing approximately \$50. These maintenance funds in turn are removed from popular programs such as fencing, playground upgrades, etc.

The Fire Department has a plunger on hand for your use. Please borrow the plunger to use on your plumbing backup before you make an emergency call. We request that you return it as soon as possible for the next user. **Plungers are available from Self-Help for you to keep on hand in your bathroom.**

**Emergency service calls** should be directed to the dispatcher at the Fire Department by **calling 384-3664**. The dispatcher; however, is not set up to enter routine service orders into the system. Therefore, if you are told your problem is not an emergency, it is your responsibility to phone in the work request the next duty day during regular duty hours. Please be patient, on occasion we receive 200 or more service calls per day. As soon as we are able to assign the job to a maintenance person, your call will be handled. See the previous section on Resident's Maintenance tips for additional helpful hints.

If you call emergency work in during non-duty hours (nights, weekends or holidays) please, give Housing a call on the first working day for necessary follow up.

***Questions should be directed to 384-3664  
During normal duty hours.***



# ***TRASH AND HAZARDOUS WASTE DISPOSAL***

## ***TRASH DISPOSAL (See Appendix E for more information)***

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Please respect your neighbors and place your household's trash into the designated dumpsters/plastic trash containers. Please place trash in bags and seal the top prior of disposing of it into the Dumpster. Ensure that young children who are taking the trash out can reach the dumpster door to open it, place the trash into the dumpster and close the door. All housing occupants have a shared responsibility to keep the trash picked up from around their buildings and dumpsters. If you are unable to transport large items such as furniture, place the items next to the dumpster and call Public Works, Roads and Grounds at 384-2078.

**Residents living in areas that have street pickup are reminded that trash containers should be placed on the street not earlier than 1800 hours on the night before pickup and containers removed from the street area NLT 1800 hours on the day of pickup.**

### ***Hazardous waste material disposal***

Family housing hazardous waste materials must be disposed of properly. Please **DO NOT** dispose of these materials in the dumpsters or at the transfer station at Ft. Richardson. A list of **some** common hazardous waste items follows:

- vehicle batteries, motor oil, anti-freeze, gasoline, engine cleaners, engine and radiator flushes, tires, brake and transmission fluids
- pesticides, herbicides, rodent killers
- propane canisters
- oven cleaners, Lime-Away, window cleaners, arts and crafts supplies, furniture polish, stain and paint

**Occupants are not authorized to work on vehicles in Family Housing Areas.** All automotive work should be done at the Auto Crafts Center. Ammunition and tear gas can be disposed of in the main gate amnesty box.

### ***Disposal of Hazardous Waste Materials (Appendix E)***

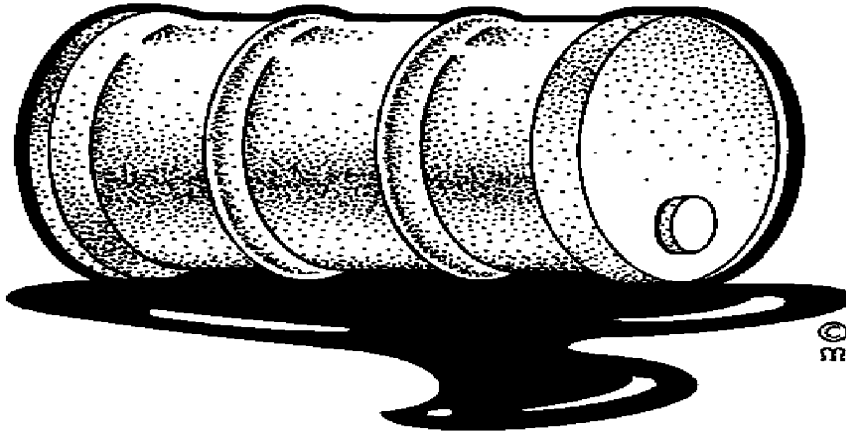
If you are leaving Ft. Richardson, please arrange to give your remaining cleaning supplies, paints, etc. to your friend, neighbor or co-worker or take them to Army Community Services (ACS) in Bldg. 337, to place them in the Loan Closet. As a last resort, you can take paints, thinners, cleaning supplies etc. to Self-Help, Building 706 for disposal processing.

### ***Reporting a Hazardous Waste Spill***

The guidance for environmental and legal ramifications is contained in Alaska Oil Pollution Regulation 18 AAC 75.080 and Army Regulation 200-1. Basically, in Alaska ALL spills are reportable. Reporting spills is important from a legal standpoint in that it lessens the potential for possible legal actions

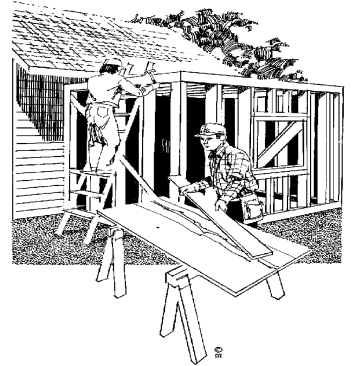
against the person who is responsible for the “spill”. If you witness a “spill” (i.e., someone dumping engine fluids into a dumpster or flushing them down the curb also constitutes “a spill”) please call the Fire Department by dialing 911, right away. Occupant’s designated parking space is to be kept free from oil, gasoline and other substances. Parking spaces should be cleaned on a regular basis, as occupants are financially liable for creating environmental hazards.

The primary responders on Alaska Army posts are the Fire Department. Even very small spills can pose health or safety threats and should be reported to the Fire Department by dialing 911. If you would like more information please contact the Environmental Resource Department at 384-3003.

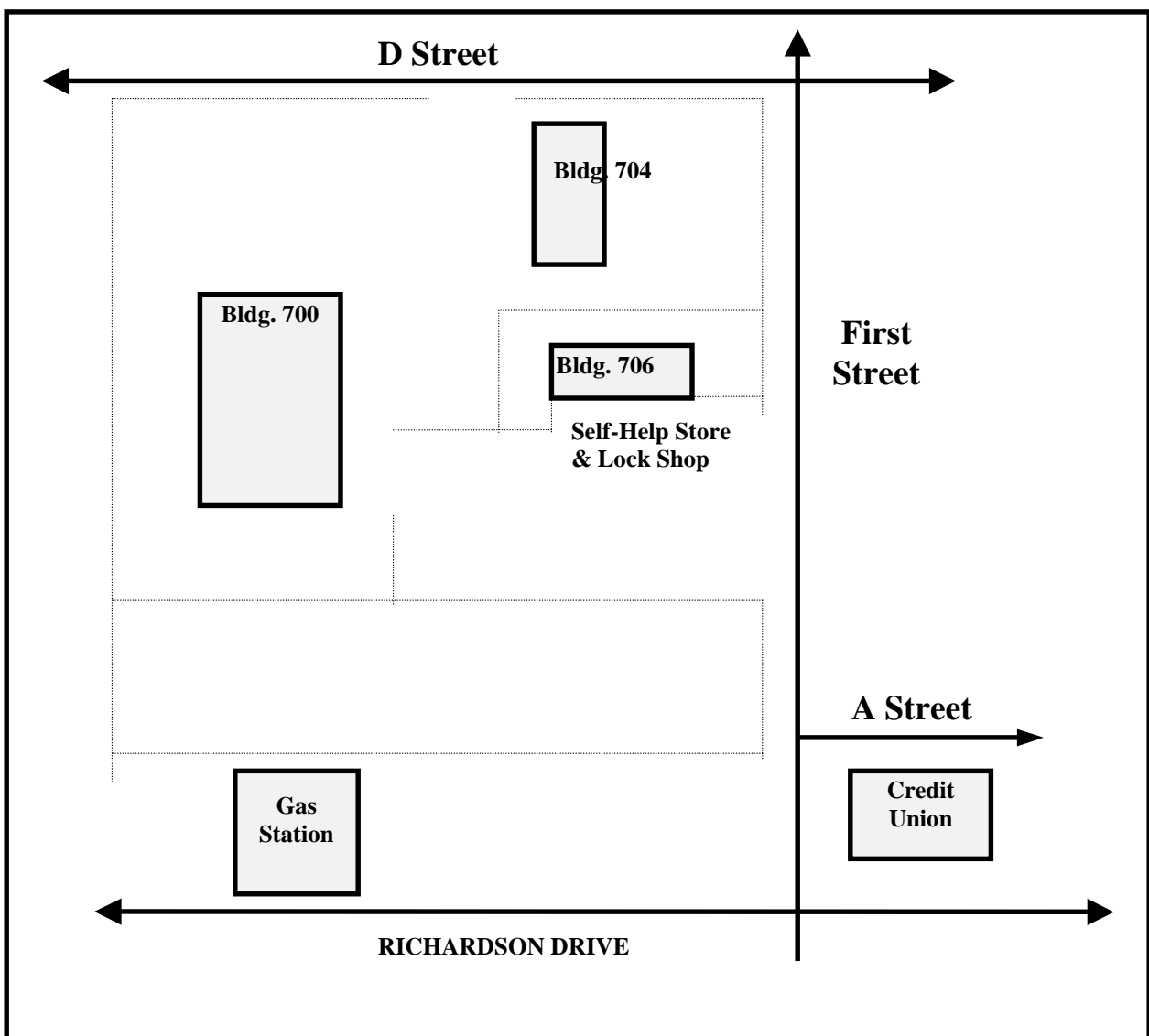


## ***SELF-HELP PROGRAM***

**Self-Help repairs.** These repairs are to be accomplished by the sponsor, spouse (if applicable) or Chain of Command (or rear detachment) personnel if the sponsor is deployed and the spouse needs assistance to make Self-Help repairs. Some examples of items which have been designated as “mandatory” Self-Help repairs are as follows: plunging your plugged sink or commode; resetting your garbage disposal; faucet washers; patching holes in your walls or ceilings; minor interior painting; minor controlling of ants, roaches and other household pests; tightening and replacing builders’ hardware items; replacing light bulbs and globes; cleaning filters; and other similar work.



**SELF-HELP REPAIR QUESTIONS SHOULD BE DIRECTED TO 384-3681.**



## SELF-HELP STORE INFORMATION

**HOURS OF OPERATION:** Located at Bldg. 706, First Street. Hours of operation are Wednesday through Saturday 0930-1200 and 1230-1715, (closed for lunch from 1200 to 1230). We are closed on Sunday, Monday and Tuesday, as well as any Wednesday following a federal holiday.

**Special Closures.** All notifications for closure due to Directorate functions, etc. will be posted at the store entrance well in advance of closure.

**BASIC PROCEDURE INFORMATION:** A Self-Help card, bar-coded with your unique account number, will be issued upon sign-in during your first visit. This card is required for all transactions with the Self-Help store. Please report lost, stolen or damaged cards promptly to receive a replacement. If a replacement card is required, you must search for your account number in the sign-in log. Safeguarding your Self-Help card will eliminate unnecessary delays for you, especially during peak periods of operation.

There are a limited number of tools and equipment for loan. It is very important that all loaned equipment be returned promptly when due. All items are due the next business day after it was loaned (*See Hours of Operation above*). If you need an item longer, make arrangements at the time of checkout. Some equipment, such as lawn mowers, string trimmers, and carpet cleaners are not available for extended loan. *If the loaned equipment is returned late or dirty, you will receive a warning for the first occurrence. After two warnings, there will be a 30-day suspension of loan privileges on your account.*

Senior occupant signs can be obtained at Post Services in Bldg. 1. Post SOP requires the display of your rank and last name on the nameplate outside your quarters. Replacement nameplates, mounting hardware and the letters are available from the Self-Help store. The letters must be returned when you clear housing.

**BASIC ISSUE ITEMS AVAILABLE:** We carry a variety of home maintenance and repair supplies. Take a quick tour of the store to see some of the items available, such as: outlet covers, switch cover, plumbing repair parts, miscellaneous hardware items, paint, lawn and garden supplies. Specifics of certain items are briefed below:

**Light Bulbs.** The following bulbs are issued on a one-for-one exchange basis: Fluorescent light tubes, decorative incandescent light bulbs, such as the globe shaped bathroom light bulb and the candle shape bent-tip chandelier light bulb. Standard 40 to 100 watt light bulbs are not available for issue and must be purchased by the occupant at the Post Exchange or your local retail store.

**Window Coverings.** Shades or blinds have been installed in all quarters. The shades available for issue will not fit the windows where blinds are currently installed. If you have mini-blinds on your windows, we cannot swap them for shades. If you have shades or the brackets for shades, the store can issue you replacement when you bring in the old shade for replacement.

**Paint and Painting Supplies.** We stock housing white paint and all the necessary painting supplies such as brushes, rollers, paint pans, etc. All rooms above the basement level are to be restored to housing white before you clear. The basement is not required to be repainted if the existing paint job is in an acceptable professional manner. When using the housing white color for touchup purposes, we recommend you test the color in an inconspicuous place, such as a closet wall. There is a possibility the new paint will not match what is on your wall. Paint color can change with age. Exact matches can be purchased at any local paint and hardware store, if you produce a chip of paint from your quarters for the retailer to match.

**Lint Snare.** This item is required for only those washing machines, which drain into the utility sink. The lint snare attaches to the water discharge hose of the washing machine and traps the lint from your

washer before it drains into the utility sink. This will prevent your drain system from becoming clogged and therefore backing-up and causing a very unpleasant mess in your basement.

**Drain Plug.** If the drain pipes in the basement become clogged, they can back-up and deposit raw sewage on the basement floor. The drain plug fits in the drain pipe under the floor grate and seals this pipe. It does not stop the back-up, but will prevent it from coming through the floor drain. The back-up will most likely occur in the utility sink instead. The idea is to contain the mess and make cleanup as easy as possible. Most blockages and back-ups are easily preventable.

**Never dispose of unacceptable items in toilets.** The following unacceptable items have been found in clogged drains causing back-ups: animal feces, sanitary pads, disposable diapers, brushes, toys such as matchbox cars, Barbie dolls, GI Joes, golf balls, tennis balls, etc. Always keep your toilet lid closed and never leave small children unattended in the bathroom.

**Safety Equipment.** Child Safety Devices such as outlet covers and cabinet latches are available for personal use to assist those families with small children in childproofing their quarters.

**Smoke Detectors.** Occupants of the older style quarters are allowed a limit of three battery powered smoke detectors. One should be installed on each level of the quarters. Newer quarters are already equipped with battery backup smoke detectors.

**Hand Tools:** One of each of the following tools is available for issue: lawn rake, garden hose, water sprinkler, spray nozzle, splitter Ys, snow shovel, snow pusher, and ice chipper. Damaged or unserviceable items can be exchanged for replacement on a one-for-one basis.

**Lawn & Garden Items:** We assist in the exterior maintenance of your quarters by providing fertilizer, lime, grass seed and ice melt. (*some limits do apply*). Informational handouts are provided on the proper application of these items.

**BASIC TOOLS & EQUIPMENT FOR LOAN:** All of the following are available for loan in accordance with the loan times and conditions stated above in the basic procedures: Hand tools, such as hammers, screwdrivers, pliers, axes and mattocks. Power tools, such as drills, sanders, and saws. Equipment such as lawn mowers, string trimmers, tillers, fertilizer/seed spreaders, carpet cleaners, wet dry vacuums, step ladders, shovels, post-hole diggers, and wheelbarrows.

**Garden Plots.** New gardeners can sign up for plots after the 15<sup>th</sup> of May each year at the Self-Help store. Plots are assigned on a first-come basis, with prior year gardeners having priority on the same plot each year. UAA Cooperative Extension pamphlets are available to assist in site selection and gardening tips for Alaska.

**Household Hazardous Waste Storage Facility, Bldg 706.** This service is specifically for family housing generated waste. Bring your cleaning supplies, paint remover and solvents, paint and any other household hazardous waste for disposal. All items turned in for disposal must be in the original container. This service is invaluable when you are clearing quarters.

**Automotive Hazardous Waste.** Used oil, antifreeze, and gasoline can be turned in at the auto craft shop in Bldg. 755.

**Screen and Window Repair and Replacement.** Call the number on your Self-Help card for the Service Order Desk for assistance with repair/replacement or the Family Housing Office at 384-0334.

The Self-Help program allows you to accomplish minor upkeep and repair work in a timely manner at your convenience (no more waiting for the maintenance workers to show up). Participation in the Self-Help program is mandatory. The Self-Help program is a means of obtaining maximums of



available resources to improve living conditions and general appearance of facilities. The program includes the repair work that you can realistically be expected to perform. By you performing the minor maintenance of your quarters, Public Works maintenance workers will be available to perform repairs requiring professional skills in a more timely fashion. Additionally, if you learn how to perform minor maintenance work in your quarters, you will ultimately be a more successful “homeowner” in the future when you buy a home.




### ***SELF-HELP items available (List is subject to change without prior notice)***

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**Supplies drawn from self-help are for home maintenance and not ordered in quantities that will support home business operations. Please keep this in mind, when planning your business purchases.**

1. Items obtained for family housing must remain in the quarters upon departure from the installation. Replacement items for Self-Help work to be accomplished during occupancy and prior to cleaning quarters are as follows:

#### ***Replacement Household Items***

- |   |   |
|---|---|
|    | <ul style="list-style-type: none"><li>• Closet door guides, rollers and door pulls</li><li>• Coat and hat hooks</li><li>• Door bells - non-electric</li><li>• Door Stops</li><li>• Dryer hose and clamps</li><li>• End caps and splices for heaters</li></ul>   |
|  | <ul style="list-style-type: none"><li>• Garage door bottom seal</li><li>• Handrail brackets</li><li>• Light bulb (appliance bulbs, fluorescent bulbs) and pull string (only bulbs which cannot be purchased locally)</li><li>• Name plates and letters for outside of quarters</li><li>• Smoke Alarms (9v)</li></ul>              |
|  | <ul style="list-style-type: none"><li>• Spackling and wood filler for nail holes</li><li>• Storm door closures, chains, door latches and strike plate</li><li>• Switch and outlet covers</li><li>• Window locks and lifts of all types</li><li>• Window shades, brackets and pull strings</li><li>• Basement drain plug</li></ul> |

#### ***Replacement Kitchen/Bathroom Items***

- Faucet washers and handles
- Internal parts for toilets (ball-cock, flapper valve, floats and handle)
- **PLUNGER**
- Shower curtain rods
- Shower heads
- Sink stoppers and strainers of all types
- Splash guard for garbage disposal
- Spray nozzle replacement for kitchen sink

- Toilet Seat
- Towel bars, Soap dish, tooth brush and tumbler holder
- Tub and tile caulk

### ***Miscellaneous Items***

- **BASEMENT DRAIN PLUG**
- Child Safety Items: cabinet latches, electrical outlet guards, knob covers, medicine cabinet locks (not for home based child care business)
- Cove Base, Adhesive & Disposable Trowel
- Nails & Screws - various types and
- Interior Paint & Supplies: Brushes, plastic drop cloths, masking tape, brushes, rollers and pans (**for basement areas only**)

### ***Items for loan for a 24-hour period***

#### ***Year Round***

- Urine Detector
- Appliance Dolly
- Carpet Cleaners, Attachments and Carpet Rake (on a quarterly basis)
- Hand Truck
- Ladders (4 & 6 ft.)
- Miscellaneous Hand Tools
- Miscellaneous Power Tools
- Vacuum Cleaner (16 gallon) Wet and Dry with Attachments

#### ***Summer***

- Digging Bar
- Hoe
- Mattocks
- Post Hole Diggers
- Power Lawn Mowers
- Roto-tiller
- Shovels
- Spreaders
- Trimmers (weed eater & extension cord)
- Wheelbarrow

### ***Seasonal Items for Hand Receipt to Occupant for Use in Family Housing Quarters:***



#### ***Summer***

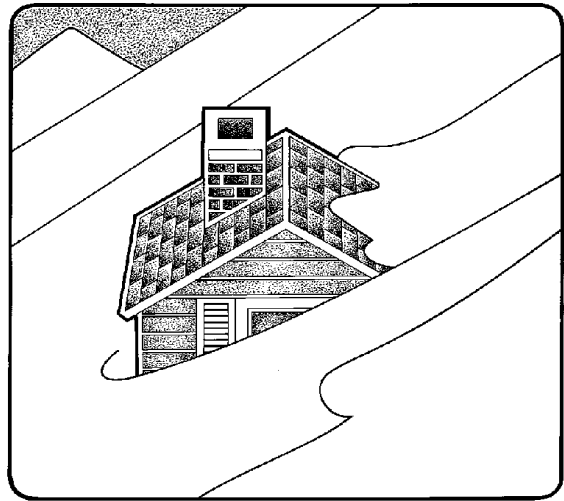
- Garden Hose
- Fertilizer
- Grass Seed
- Lawn Sprinkler
- Lime
- Rakes
- Shrubs\*

**\* Programs subject to funding availability and may include a waiting list.**

- Trees\*
- Two Hose Adapter
- Water Hose Spray Nozzle

### Winter

- Ice Melt available at Self-help, to be used for sidewalks and steps, driveways, parking space, dumpster and mailbox pads.
- Snow Shovel
- Ice chipper
- Weather Insulation Kit for Windows & Weather Stripping



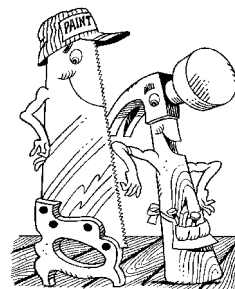
***The Self Help Store is here for your benefit. We will do all we can to assist you. Please follow the few policies we have and enjoy your stay in Alaska!***

## ***RESIDENT'S MAINTENANCE TIPS***

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We offer the following tips on the proper functioning and maintenance of appliances in your home:

"Your home" should contain owner's manuals for your washer, refrigerator, stove and dishwasher. If these are missing, please contact Furnishings Management Office at 384-0088, Bldg. 724, Door 35, to obtain copy.



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### ***Stove***

When you clean your stove be sure to clean the top, sides, back and lid areas. Do not immerse the burners in water as it can cause them to short out or explode. Porcelain is an enamel finish and is a glass-like substance and must be treated gently. Do not use oven cleaner on any surfaces except the interior of the oven. To remove the oven door for cleaning, open the door to the first click and then lift the door off. **If your stove is a self-cleaning model, you should refer to the owner's manual for proper cleaning procedures.** Manuals may be obtained at the Furnishings Management Office, Bldg. 724 Dr. 35.

### ***Range Hoods***

Excessive grease build up is a fire hazard. Metal filters can be washed in the dishwasher. Do not get charcoal or fiber filters wet. Exhaust fans and motors can be removed for cleaning. Pay careful attention to the inside housing of the range hood.

### ***Exhaust Fan***

Always run your exhaust fan when showering or when using the dishwasher in order to vent any extra moisture out of the house and prevent mildew and mold problems. All exhaust fans should be removed at least yearly for cleaning. There are several types in family quarters. Contact the Housing Inspector's Office at 384-0309 if you have any questions as to the removal or cleaning of your exhaust fan.

### ***Refrigerator***

Pay close attention to all surfaces of the refrigerator to include door seals. If you have a non-self defrosting freezer, do not use ice picks, knives or any other sharp instrument to remove ice or frost. Any damage from such action will be charged to the resident.

### ***Dishwasher***

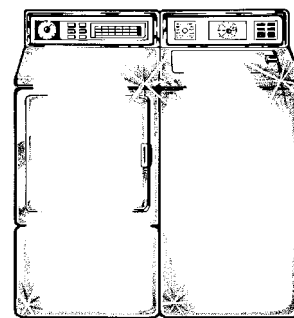
Clean all surfaces of the dishwasher. Special care should be used to clean the inside bottom of the door, as this is where grease tends to collect. Lime-Away can be run through on a regular basis (empty) and then thoroughly rinsed prior to using for household items.

### ***Garbage Disposal***

To clean and sharpen the disposal area, place a tray full of ice cubes into the disposal area. Pour some abrasive cleanser into the disposal. Run the disposal until the ice is ground up. Flush with fresh water.

## **Washer**

To prevent excessive amounts of lint from entering the plumbing system and causing your drain to back up the following hint is suggested: Utilize a lint basket (available from Self-Help) or an old nylon taped onto the drain hose. Change this item when it becomes full of lint. If your washer has an internal lint trap make sure you clean this each time your use the washer.



## **Dryer**

Excessive lint buildup is a fire hazard. **Clean your lint filter each time you operate your dryer.** At least twice a year remove the dryer hose from the dryer and outside connection. To remove the lint from the hose, place it in the sink or a bucket and soak, flush the inside and out with fresh water. Make sure you also brush the outside vent free of lint. Your dryer hose should not exceed 10 feet in length or have more than two 90-degree turns. Remove the back from the dryer and vacuum to remove all lint. Reassemble the unit and reattach the hose to the dryer and the outside vent. If you have any questions please call Family Housing at 384-0309.

## **Plungers**

**Plungers to clear sinks and commodes are available at Self-Help.** There should be one plunger located in each bathroom.

## **Commodes**

If your commode overflows, use the shutoff valve first. It is located under the toilet tank next to the wall. Locate your plunger, use it and try to clear the stoppage. Please do not stand by and watch water flood into the hall or down the wall to the next floor. Emergency personnel are authorized to shut off the cause of the problem and place the toilet or sink back into service. Water damage will be corrected during the normal workweek. Self-Help has wet vacuums you may utilize to absorb the water. **Reminder – Items, i.e., grease, pet feces, feminine-hygiene products (tampons/pads), diapers, or paper towels, should not be flushed down any drain in your home.**

## **Sinks**

First remove all dishes, pots & pans, etc. from both sinks. Cover the drain of one sink to form a seal. Use the plunger on the other drain. By covering one drain you will have formed a vacuum which can help to remove the blockage. Preventative measures against sink clogs are to not flush grease, coffee ground, onionskins, celery, rice, and lint from your washing machine or hair down the drain. Once these items travel down the pipes and sit for any amount of time, the mixture congeals and makes a solid mass that water cannot penetrate.

## **Faucet Washers**

Self-Help has an assortment of faucet washers. You can fix your leaky faucets on your own time, rather than waiting at home for a maintenance person.



## ***Outside Faucets***

Please drain your outside hoses and store them inside no later than 1 October each year. Ensure the outside faucet is shut off. Wrap the faucet with newspaper and duct tape to prevent the faucet from freezing. Some quarters have internal shut-off knobs to turn off the water, which feeds the faucet. Turn this knob off and then turn the outside faucet on until no water comes out. In the spring please remember to turn the knob back on.

## ***Basement Drains***

Please do not wash paint, gasoline, solvents, dog feces, toys, etc. into the basement floor drain. This would pose a health and safety hazard. Fumes accumulate in low areas and danger of fire is the result. Unpleasant odors are often the first clue of misuse of drains. These odors can also be transmitted from one basement to another. Please be aware that basement drains can and do back up. Expandable plugs are available at Self-Help as a preventative measure against backups into your basement. We recommend you use your basement for storage items only, and place those items on wood pallets (FMO can supply pallets, subject to availability) to prevent water damage. Please do not put carpet in your basement. **Basements are not authorized living or sleeping areas.**

## ***CARPET***

Vacuum daily/weekly. Shampoo carpet every 3 to 6 months, spot clean as necessary to prevent permanent spotting or odors. Shampooers are available at the Self-Help Store, Bldg. 706. See Appendix F for tips and suggestions. Call Housing for assistance 384-0424.

## ***Screens/Mini-blinds & Shades***

You are responsible for calling in a service order to 384-3664 for screen repair or replacement.

Mini-blinds or shades were installed in your home on assignment. You may obtain shades in the correct size from the Self-Help Store. More than one complete set during your tour of duty will be at occupant's expense. Mini-blinds will require an inspection by a housing inspector to have replaced or repairs accomplished. The inspector will explain procedures for this at the time of inspection or you may call the Technician section at 384-0424/0334.



## ***Windows***

Fort Richardson has rapidly changing weather patterns. That calm and sunny morning can turn into an overcast afternoon with severe wind gusts. Windows should not be left open when you leave "your home". You should ensure that both top and bottom latches are securely latched. Do not fasten foil or any material to the thermal windows. These materials cause fractures in the glass. Use properly mounted shades or curtains to reduce light. Windows must be properly closed and latched (top and bottom if applicable). Do not just roll the window into the frame without locking the latch. Failure to properly close your window causes frosting and frost build up on your windows and doors, causes them to freeze open. This in turn can freeze your heating pipes causing flooding and damage to "your home". **NOTE:** You can be held financially liable for resulting damages.

**REMEMBER!** Open windows cause heat loss and long exposure from cold airflow will cause frozen pipes, resulting in damage to your home!!



## ***SEASONAL TIPS***

### ***INSPECTION OF FAMILY HOUSING AREAS***

Family Housing areas are inspected by Post Services, Senior Occupants and Area Coordinators. Items for inspection are: grass cutting and edging, trimming along fences, pet mess/feces removal, pet damages, pets tied to porches, trees, fences or utility outlets, fire and safety risks, storage of recreational vehicles, storage of tires, appliances, other seasonal items, unauthorized vehicle repairs, policing of trash including all common areas, dumpsites, posting of occupant name and Senior Occupant signs.



All common areas and parks are inspected for grass cutting with manpower supplied from post. The Senior Occupant (and other residents) in the buildings adjacent to the common areas and parks are responsible for trimming around permanent fixtures. Post Operations' office inspects the housing area at random times, dates and locations. Questions should be directed to Post Operations at 384-2337.

### ***“POST HOUSING INSPECTION CITATIONS”***

Citations are issued by Post Operations' personnel to residents for infractions of post policy. The citation consists of 3 copies: 1) white copy - tenant, 2) yellow copy - Post Commander's office, 3) pink copy - tenant's unit commander. You will have 36 hours to correct the deficiencies noted on the citation and your Chain of Command will receive a copy of the citation. When deficiencies are not corrected, you will be required to make an appointment with the Post Sergeant Major to explain why your post housing privileges should not be terminated. For further information on citations, call the Post Operations office at 384-2337.

### ***SUMMER HINTS***

The dates for the riding of bikes, motorcycles and washing of vehicles are announced by the Post Commander's Office through the Mayor's Newsletters, Weekly Bulletin and the Alaska Post. **Vehicles must remain on pavement at all times. No automotive repairs or maintenance may be performed in Family Housing areas.** Please use the Auto Craft Shop for these activities.

In the summertime, residents are responsible for maintaining half way to the adjacent building. This includes picking up any garbage, timely cutting and trimming of grass, edging along your sidewalks, watering, fertilizing and pruning of your shrubs, bushes and trees. If a tree appears to be dying call the Service Order Desk at 384-3664. If you notice an infestation of bugs in your yard or on plants please call the Entomology Shop at 384-2990.

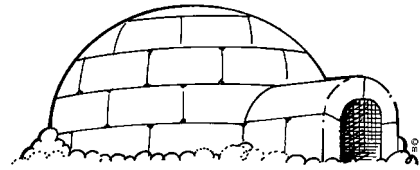
Vegetable gardens are not authorized in Family Housing Areas. Garden plots are located on Ruff Road. Contact Self-Help at 384-3681 for information on garden plot availability.





## ***WINTER HINTS***

Head-bolt heaters are thermostatically controlled and come on at approximately 10 degrees. **Please do not** place an extension cord through your quarter's window to plug in your car. This is a dangerous practice and a fire hazard. Do not leave extensions cords across sidewalks when not in use to cause electrical or tripping hazards. At the end of the winter season please store your electrical cords inside your home.



It is okay to air out your house even when temperature drop to 20 degrees or below. **Be cautious!** Only open your windows 15 minutes at a time (set a timer so you do not forget). Your radiators will freeze when a window is left open for extended periods of time during the winter. Family Housing at Fort Richardson utilizes a steam heating system. Frigid air flowing down across the steam pipes causing them to expand, contract, freeze and burst. This action may result in a terrible mess, inconvenience, severe damage and expense to you.

**Playing on snow piles and berms near roadways is extremely dangerous.** Children can slide off snow piles and into traffic. **Building snow caves in snow piles can be deadly.** The large snow and ice chunks piled up by front-end loaders or plows are unstable. Cave-ins have entrapped and suffocated an adult. A child would not survive a cave-in of 75-pound blocks of hard packed snow. Ensure your child's outer garments have reflective material to make them more visible to vehicle operators and winter drivers on the cold dark winter days. You must stay at least 75 feet behind snow plows and gravel trucks for safety purposes. An operator must cut the snow; maintain a speed of 15 miles per hour, shift gears, and watch for oncoming vehicles sliding out of driveways. At that speed, with ice under the tires, a grader can slide 20 feet in a second or two. In an accident with a vehicle or child, the snow removal equipment **ALWAYS** wins. Children are encouraged to carry a flashlight to and from school. **NOTE:** State laws permit studded tires to be used only during authorized times of the year.

**Please do not wash vehicles in the Housing area during winter months.**  
**Water stands and freezes, causing accidents.**

## ***Snow Removal***

Snow removal at your on-post quarters and duty sections is the responsibility of the occupant. Keep ice and snow cleared from your threshold, porches, building signage, parking area and sidewalks on both sides of "your home". These areas must be kept clean at all times for access in case of an emergency. **If you have a fire hydrant in your yard it is your responsibility to keep the snow shoveled within three (3) feet around the hydrant to include a path at least two (2) feet wide from the hydrant to the nearest road.** When an emergency is called in, the Fire Department cannot put out fires when the hydrants are buried under snow.



Please move your vehicles before Department of Public Works (DPW) arrives at your street or parking area so they can remove the snow from these areas. For safety and legal reasons, DPW cannot clear snow from parking areas with cars left in the way. When your vehicle is not moved until after DPW has plowed an area, they often do not come back until the next snowfall. This causes an inconvenience to you, your neighbors and guests. If you have a vehicle that is not running, you must place it in the recreation lot. Please insure your children keep toys

and sleds out of the roads, parking lots and sidewalks especially during snow removal. Your neighbors and the snow removal crews at Fort Richardson will thank you for your cooperation in helping to keep the post and housing areas clear of snow.

Snow removal by Public Works begins when there is a 4" accumulation. The exception is the 2" requirement to C-12 landings at the airfields, and is accomplished on a four (4) step priority basis.

1. Fire stations and main fire or emergency routes.
2. Mission essential and training roads.
3. Work place and administrative areas.
4. Lodging and family housing areas.

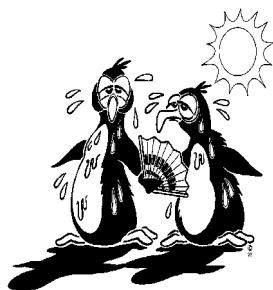
**HEALTH NOTE:** When you shovel your sidewalks or driveways, shovel in short motions. Do not try to remove the total depth in one stroke. Make sure you take your time to shovel your area, and minimize the load on your shovel to prevent back strain. Ensure adequate footing and balance. Utilization of ice melt once the snow has been removed increases your traction.

To prevent painful and costly injuries from Slips and falls, we must exercise more care when walking, entering and exiting vehicles, and when entering and exiting buildings. Each year the number of slips and falls resulting in injuries increases significantly with the first accumulation of snow and/or ice on streets, sidewalks, entry steps/stairs and parking lots.

Slips often occur when we lose footing between our shoes and the ground or walking surface. This lack of traction is a leading cause of slips. We can reduce the risk of slipping if we follow some simple rules:

- Slow down so that we have time to react to changes in traction.
- Wear slip-resistant shoes or overshoes and carry your work shoes.
- Wear ice grippers when walking on ice or icy surfaces (these items of personal protective equipment may be purchased from local retail stores).

***Note: Snow removal from steps, sidewalks and parking spaces should be shoveled onto grass areas adjacent to the building, NOT INTO THE ROADWAY or STREET.***



## ***PUBLIC WORKS' ENVIRONMENTAL ASSESSMENT OF "YOUR HOME"***

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A primary concern of the Directorate of Public Works is to continually insure that your home is environmentally safe for your family. We accomplish this through a wide range of programs which include testing, between occupancy emphasis on mitigation of any possible environmental risks, follow-up and cyclical maintenance and quality control/assurance programs. This graphical "assessment" is a general guide to environmental concerns that affect your Fort Richardson on post housing.



**Air humidity** in Alaska is probably much lower than you are used to. You can install a personal humidifier to restore the humidity level in your quarters to a level with which you are more comfortable. Humidifiers should be cleaned and maintained for proper operation and overuse (which can cause mildew/condensation problems) should be avoided. Use in extreme cold weather should be limited so as to avoid icing problems.

**Asbestos** can be present in tile, tile mastic and some pipe insulation in basements. Public works has on-going programs to encapsulate/remove asbestos from both tile floors and basement pipes. Once you move in, it is your job to make sure that pets do not damage any encapsulated basement pipes containing asbestos.

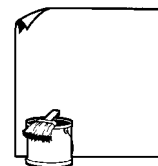


**Carbon Monoxide** Exhaust from garaged automobiles is the primary source of carbon monoxide. **Cars should never be "warmed up" in the garage.**

**Carpeting**, a condition known as "out gassing" of chemicals from newly installed carpeting can be an irritant. If you have new carpeting in your home, you may notice this effect, but it will soon dissipate. All installed carpeting in Fort Richardson housing meets federal standards for flammability testing standards.

**Formaldehyde** is a common component in adhesives in manufactured housing and mobile homes. It is not present in any product or process used in the maintenance of housing at Fort Richardson.

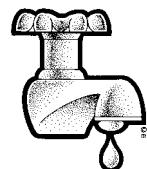
**Lead Based Paint** has not been used on post in over twenty years. Its presence is limited to earlier (covered) coats of interior paint. The process of potential hazards does not exist, as long as no significant peeling occurs. The EPA requires that you be provided with a pamphlet on the effects of lead based paint at the time of your assignment to quarters. Public Works has surveillance programs that insure that the paint and application process used in preparing your quarters for you meet all environmental standards.



**Pesticides** usage, both within and outside quarters is limited and closely controlled. Complete records of all applications are maintained in Public Works.

**Radon** testing has been carried out and radon presence is minimal in Fort Richardson quarters.

**Indoor Air Quality** of all homes in Alaska is typically tightly sealed to promote energy conservation. Air circulation may be more limited than you are used to and, therefore, substances to which you have sensitivity may become more irritating.



**Water Quality** (tap) from quarters is sampled and tested on a regular basis. Water quality throughout Fort Richardson meets or exceeds all federal and state requirements.

## WHERE DOES YOUR WATER COME FROM?

Your drinking water comes primarily from the Upper Ship Creek Drainage and three groundwater wells used as a back-up when water from the Ship Creek collection site is excessively cloudy, the water level in Ship Creek is low typically in the spring or when maintenance work requires using alternate sources. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

## HOW DO WE TREAT YOUR WATER?

The Fort Richardson Water Plant, located on Arctic Valley Road, treats and distributes drinking water to Fort Richardson and Elmendorf Air Force Base. Typical treatment includes coagulation using lime and alum, filtration through a sand bed, chlorination, and fluoridation.

Lime and alum are used to promote coagulation (or make particles come together). Filtration removes remaining particles from your water. These particles include silts, natural organic matter, iron and manganese, and microorganisms. Filtration clarifies water and enhances the effectiveness of disinfectant. Chlorine is used as a disinfectant because it is effective and residual concentrations can be maintained to guard against biological contamination in the water distribution system. Fluoridation is used to promote healthy teeth.



## DO YOU REQUIRE OTHER INFORMATION?

We respect your right to know about where your water comes from and what is in it. Further, we encourage your participation in decisions affecting your drinking water quality. We also hope you will help us keep our water resources clean, insuring that the water that we provide in the future remains at the high quality standards that we achieve today.

Anyone with questions or interested in learning more about the operation of the Fort Richardson Water Plant may contact the following people:

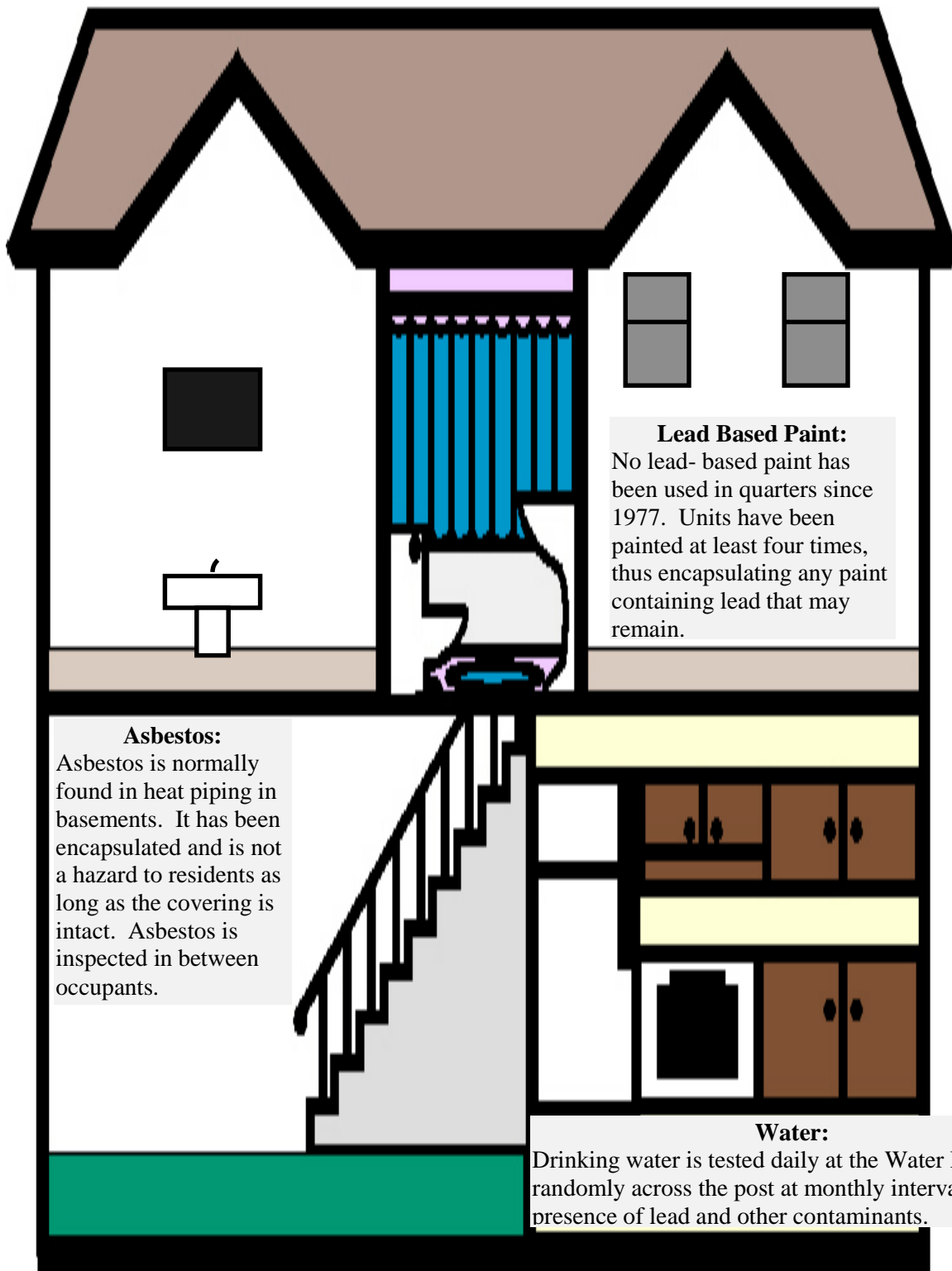
Joe Mets  
U.S. Army Public Works  
Environmental Department  
730 Quartermaster Road  
Fort Richardson, AK 99505-6500  
(907) 384-3268

Stephen Heitmeyer  
Plant Foreman  
Fort Richardson Water Treatment Plant  
Arctic Valley Road  
(907) 384-1785

**Safe Drinking Water Hotline – 1-800-426-4791 or [www.epa.gov/safewater/hfact.html](http://www.epa.gov/safewater/hfact.html)**



During 1997, all Army Family Housing in Alaska was tested extensively for lead and asbestos. Quarters are continuously monitored for the presence of radon, lead and asbestos in accordance with Army, Federal and State guidelines. If you have any specific questions regarding environmental safety, testing procedures or any aspect of our program for mitigating potentially unhealthy conditions in your home please contact our Environmental Office at 384-3003 or Family Housing at 384-0424.



# ***FIRE DEPARTMENT***

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For your safety and protection, a **mandatory briefing** is held during your Command New Comer's In-processing for Fort Richardson. Occupants must **attend the briefing; appointments will be made for you during your in-processing period.** Housing residents with a fire hydrant in their yard are required to keep fire hydrants clear of snow, weeds, trash and dirt to a depth of 18 inches below the discharge ports. This clearance should be three (3) feet from the hydrant and include a path at least two (2) feet wide from the hydrant to the nearest road. When a fire emergency is called in, the Fire Department cannot extinguish fires when hydrants are buried under snow or trash.



## ***Additional Information or Training:***

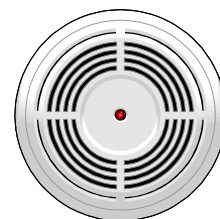
If you have any questions or would like to schedule training (for any size group) on fire safety or fire extinguisher training please come by the Fire Prevention Section in Building 654 or call 384-0774/3130.

## ***What To Do in the Event of Fire or if You Smell Smoke:***

- 1 Immediately warn all residents and leave the residence by your planned route of escape. Close doors (and windows if possible) as you evacuate to deter the fire from spreading. Every second counts, so do not waste time getting dressed or picking up valuables.
- 2 When leaving do not open any inside door without first feeling its surface. If it is hot, or if you see smoke seeping through the cracks, **do not open that door!!** Instead, use your alternate exit. If the inside of the door is cool, place your shoulder against it, open it slowly, and be ready to slam it shut if heat and smoke rush in.
- 3 Stay close to the floor if the air is smoky. Breathe slowly through a cloth, wet if possible.
- 4 Once outside, go to the selected meeting place and make sure everyone is there. **Do not return into the house!!**
- 5 Call the Fire Department **DIAL 911** from your neighbor's home - **not from yours.** Stay calm, give your name, address and location of the fire. Wait a safe distance from the fire to direct the Fire Department and to tell them if everyone is out of the building
- 6 **DO NOT** return to your home until fire officials say that it is all right to do so.

## ***Smoke Detectors***

Smoke detectors can wake you up and give you time to escape. However, there are situations when a smoke detector may not protect you and your family against fire or smoke. For instance: smoking in bed, leaving children home alone or cleaning with flammable liquids such as gasoline. As the head of the household, you are responsible for enforcing fire prevention measures. Most home fire deaths happen between 10 p.m. and 6 a.m.



## ***Smoke Detector Maintenance***

The smoke detector is virtually maintenance free. However, under dusty or greasy condition, a vacuum may be used to clean the exterior of the unit (including the clots on the cover). Do not remove the detector cover when vacuum is used.

**Test your detectors at least once a month.** Press the test button with a broom handle or a similar instrument. If no alarm sounds, check the circuit breaker. Activating one of the inter-connected

units should activate all of the units. Continuous chirping or erratic noise or low sound alarm may indicate a defective detector or low battery. If you have a defective hard wired smoke detector call the Service Order Desk at 384-3664. **NOTE:** If there is a power outage the inter-connected smoke detectors will not work. Battery operated smoke detectors are available through Self-Help, Building 706. Battery operated smoke detectors should also be checked monthly and have their batteries replaced at least yearly. **HINT:** Replace your batteries when you change your clock for daylight savings time.

## ***Preventative Measures***

### ***Hazards Around your Home***

- In the event your clothing should catch fire, **STOP** what you are doing, **DROP** to the floor and **ROLL** around until flames are extinguished.
- Your clothes dryer must be equipped with a vent hose, which does not exceed ten (10) feet in length, or contain more than two (2) ninety-degree turns. You should clean lint filter before each use and check the motor compartment and vent hose *MONTHLY* for lint and dust accumulation.
- Check your home before going out or retiring for the evening. Then close all bedroom doors as this could possible prevent smoke and heat from closing in on you while you sleep, should a fire occur.
- ALL structural changes (BASEMENT ONLY: walls, partitions or rooms) will be made only after written approval has been granted by the Family Housing, Engineering Tech Office AND the Post Fire Prevention Section.
- Barbecue Grills may not be used under the eaves or on the porch of “your home”. Keep your grill at least 5 feet (AR 420-11) from the house while using it or while the coals are still hot. Do not place coals into the trash receptacles until they are completely extinguished and cold. Even though there is no visible flame, hot embers can re-ignite. Do not use them in the garage, on porches, or under the eaves of the house. Cool off barbecue grill before storing. Do not use gasoline to start a barbecue.
- Do not overload outlets.
- During the winter months extension cords should not be run through doors, windows or holes in the walls for the operation of warming devices for automobiles. Plug-in connections have been provided on poles in parking areas for this purpose.
- Store combustible materials away from stairways or walkways (if a fire did break out, they could block your exit).
- If you buy or cut your own Christmas tree, make a fresh cut on the trunk before placing it in your tree stand. Remember that newly cut trees “drink” as much as 6 inches of water per day. Command Regulations place a maximum limit of 15 days that a live tree may be kept in quarters, and states you must comply with all applicable Fire Department Regulations.
- If you desire to reload ammunition, a permit is required from the Fire Prevention Office. Call for specifics and to set up an appointment for permit issue.

### ***Hazards in the Kitchen***

- Never leave a stove unattended and keep all flammable items (i.e. paper products, towels, flammable liquids, cleaning solvents, etc.) away from the stove.



- Remember to **TURN OFF** the stove if a fire occurs. If deep-frying with grease keep a lid for your pan close by. If you have a grease fire place the lid over the pan, turn off the burner and let it cool. **DO NOT** use flour, sugar, salt, baking soda or water on the fire. **NEVER** pick up a burning pan, the grease could spill and burn you or spread the fire.
- Keep pan- handles turned inward on the stove. Never wear loose clothing while you are cooking.
- Clean the ovens, range tops and exhaust fan filters regularly. See the section on appliance maintenance for more information.



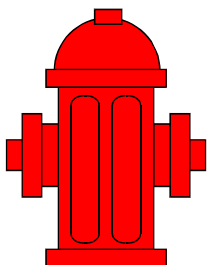
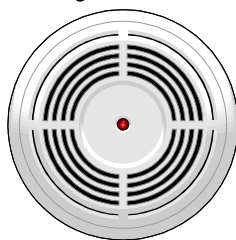
### ***Storage Requirements***

- Furnace, boiler and mechanical rooms will not be used for storage.
- Storage areas such as broom closets should be kept orderly and free of debris. Storage under stairs is prohibited except in cases where the under stair area is constructed to meet a minimum of one hour fire resistive rating (contact the Fire Department at 384-0774 for further information).
- Per USARAK Reg. 210-11, storage of flammables in excess of 1 gallon (combined total) such as gasoline and paints are not permitted in family housing, storage buildings or garages. Do not store gasoline lawnmowers, grills, motorcycles, snow blowers, etc. in “your home” without emptying the fuel tank and allowing the residue to evaporate.
- Limit the number of boxes and piles of newspapers and clothes piled in “your home”.

### ***Cigarette Safety***

- Check all chairs or sofas for possible lit cigarettes that may have fallen down behind the cushions.
- Use large ashtrays to contain cigarettes and **NEVER** smoke in bed.
- Do not allow your children access to matches, lighters, etc.

### ***See Appendix D for Fire Safety Check List***





## ***RENTER'S INSURANCE***

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As in any rental situation you may encounter, renter's insurance is an option for all residents residing in Government owned, Family Housing. That said, understand that you are responsible for any injuries to people that occur on your property or damages to your personal items as well as damages to the quarters. Residents are ultimately responsible for their own actions as well as the actions of their family members and guests.

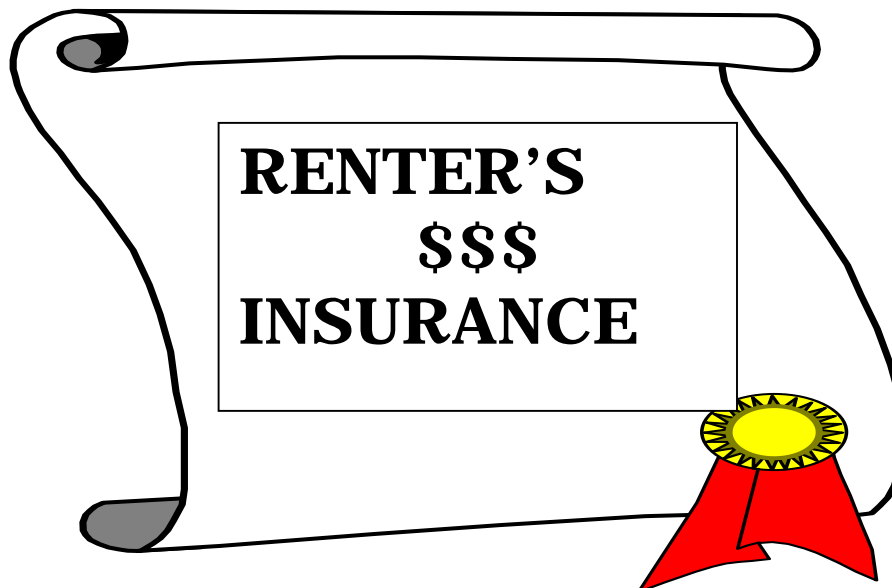
Policies offered by insurance companies may include some or all of the following:

- Fire and related damage(s).
- Volcanic, windstorms, earthquakes, and other acts of nature and related damage(s).
- Theft of personal property from the premises or from within your vehicle.
- Damage to the property of others.
- Personal liability coverage.
- Medical payments to other than insured(s).
- Protection from Credit Card, Bank Fund Transfer Card, Forgery and Counterfeit money.
- Cost of defending covered lawsuits (whether you are liable or not).

Some Insurance companies offer discounts for non-smoking homes, fire extinguishers and smoke detectors located on the premises.

**NOTE:** Additional riders can be attached to include sewage back-up, pet damage, firearms, jewelry or specialty equipment.

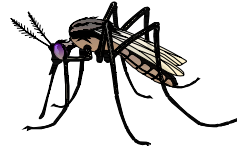
***ADDITIONAL INFORMATION MAY BE OBTAINED FROM AN INSURANCE COMPANY REPRESENTATIVE OF YOUR CHOICE.***



# ***HOUSEHOLD PESTS***

## ***BEATING THE BUGS***

### **Cockroaches**



There are over 35,000 species of roaches, but only a few which live with man. Five species are especially bothersome to military personnel and their families. These species are the American, German, Oriental, Wood and Smoky Brown. Despite the climate of this area, an annoying infestation of American and German cockroaches exists on Army posts within Alaska.

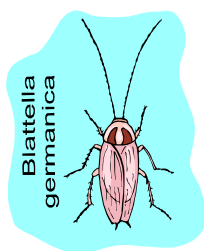
Roaches carry filth on their feet and legs. These organisms can cause intestinal disease and are found in the roach's excreta. When they crawl over unattended food this excreta is deposited on what we may eat later. Roaches can have an unpleasant odor, which is a combination of excreta from the abdomen and a dark fluid, which is "spit-up" while feeding. Dishes and liquid foods may retain this odor for long periods of time. Even when no odor is noticed on dishes over which roaches have walked, it can develop when warm food is placed on the dishes.

### ***Preventative Measures***

Over 75 percent of the roach problem will be eliminated if you follow these simple suggestions:

- Ensure that garbage and trash are kept in closed containers and deposited into refuse containers immediately upon becoming full.
- Keep all food containers closed and tightly wrapped to prevent the entrance of insects.
- Rinse sink and garbage disposals with water after each use to prevent bugs from feeding on material that might remain in the grinder.
- Put leftover food away a night. Pet leftovers should also be put away after feedings.
- Food crumbs should be cleaned-up from the floors, tables, counters and other areas daily.
- Inspect all baskets, boxes or bags (especially ones, which are brought into the home).
- Check all door and window screens for tears or holes and for a tight fit.
- Plug holes around pipes in walls or floors and spaces behind baseboards.
- Remove packing boxes from "your home" which may have transported bugs from your previous housing or which were incurred while in transit.

### ***Cockroach Control in Family Quarters***



Upon notification of insect infestations in housing complexes, the Public Works Entomology Shop is required to treat all units in that building. This is the only proven way to assure that pests are controlled. Appointments will be made and the residents notified in advance that their building or quarters will receive pest control services. Call 384-2990 for assistance.

## ***Commonly Asked Questions by Residents***

**Q. When does my house have to be sprayed?**

A. Once inside multiple family housing units roaches run between units through walls or by way of plumbing or wiring holes, therefore, you should consider spraying when your neighbors experience problems.

**Q. Will the spray damage or stain my floors?**

A. Public Works Entomology workers use insecticides, which may remove wax, but does not stain wood or linoleum.

## ***Public Works Cockroach Treatment***

### ***Before Treatment:***

- Be at home, or have a reliable neighbor be handy to open your home. To ensure a good roach kill, ALL housing units in the same complex must be treated at the same time and in the same manner. If a follow-up treatment is scheduled, please ensure you are available to open your quarter.
- Pets must not be left in the quarters during the spraying operation.

### ***After Treatment:***

- Do not overdo cleaning for at least 36 hours to ensure a good pesticide residual, and a good bug kill.
- If you have any further questions or concerns, please ask the pest control personnel when they come to spray “your home” or call the Entomology Shop at 384-2990.

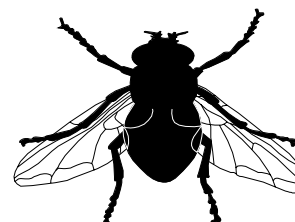


## ***Commercially Purchased Pest Control (by Resident)***

- Aerosol sprays alone cannot control roaches.
- Limited or infrequent use of aerosol products will only increase the activity of pests.
- Use commercial sprays and dust only according to their label.

## ***Controlling Mosquitoes and House Flies Preventative Measures***

- Remove unneeded open water containers or collectors.
- Ensure water storage containers are tightly covered.
- Empty and thoroughly wash bird baths at least once a week.
- Clean out rain gutters.
- Utilize fresh fill dirt to fill in low places, which collect water.
- Examine philodendron and other plants in your house for wigglers in the water.
- Examine fish bowls and aquariums for larvae.
- Keep garbage cans covered with tight fitting lids.

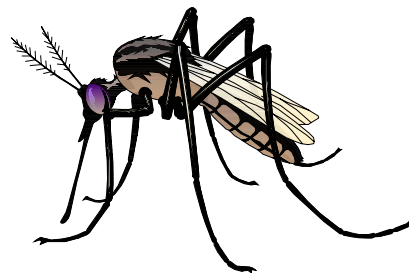
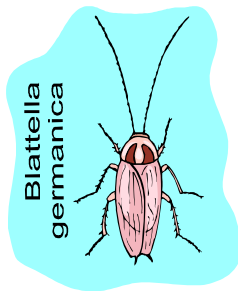


- Ensure that garbage is not left lying around the premises.
- Ensure animal (domestic pet and wild) excreta is not left around the yard; collect feces daily, place into a container and deposit in a refuse container.
- Ensure all doors and window screens are tight fitting and without tears or holes. When necessary, use an aerosol spray can containing synergized pyrethrum. Use all pesticides in accordance with label instructions.

Please contact the Entomology Shop at 384-2990 for additional information on commercial pesticides to insure a safe and effective use of the items.

## ***Public Works Mosquito and House Fly Treatment***

The Public Works Entomology Shop only fogs areas, which have been verified to have a significant mosquito problem! If your area is to be fogged you will be notified as to the pending action. It is recommended you close all windows and doors and keep your pets inside.



# ***HOME SAFETY***

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Please report hazards and unsafe conditions to Post Safety at 384-2382/2132 or visit the Safety Office in Building 1, Room 222. For information and policy guidance on safety and health issues visit or call the Safety Office. They can provide training/information/guidance on most safety and health subjects, including the following:



- Motorcycles
- Bicycles
- Skateboarding/Rollerblading
- Trampolines
- Privately Owned Vehicle (POV) operations
- Radiation safety
- Occupational Safety and Health Administration (OSHA) requirements
- Water and boating safety
- Recreation
- Hunting and firearms safety
- Child Development Services safety requirements
- Convoy operations
- Running routes and policy
- Family safety
- Earthquake/Emergency Preparedness
- Confined Space Requirements
- Lock-Out/Tag-Out Requirements
- Respiratory Protection
- Ergonomics
- Live Fire Operations
- Fuel fired equipment (heaters & stoves)
- Seat belt and helmet rules
- Winter Driving
- Cold Weather Safety and Survival

## **TRAMPOLINE POLICY**

All residents desiring to erect and use trampolines in the family housing areas shall comply with the guidelines listed below.

Those residents who already have trampolines in place in family housing areas are required to meet the established guidelines. Residents are responsible for the safe use of trampolines in their possession and must take all necessary steps to ensure compliance.

Residents shall:

- Set up trampolines only in a fenced yard, with a safety net enclosure affixed to the trampoline.
- Place trampolines in an open area away from objects, such as fences, structures, and other play equipment, and ensure that safety padding completely covers the springs, hooks, and the frame.
- Provide adult supervision at all times during play.
- Somersaults or high-risk maneuvers should be avoided. Such maneuvers should only be attempted with competent trained instructors and with proper use of protective equipment, such as a harness.

- Only **one** participant should use a trampoline at any time.
- When not in use, the trampoline must be secured (locked storage), or turned upside down and secured in place.
- Recommend the residents having trampolines possess liability insurance.

Copies of U.S. Consumer Product Safety Commission guidelines may be obtained from the Post Safety Office (Bldg 1, Rm 222).

Your health and safety depend on you. Every soldier is encouraged to assume personal responsibility for safety and take action accordingly. **Seat belt use is mandatory...It's the law!**

Your safety staff's goal is to assist leaders in taking care of soldiers and their families...It is everyone's responsibility. With everyone's personal commitment to safety – We can save precious lives and protect valuable resources.

***You are responsible—Please think about the things you do. Think before acting. Make thinking a rule. Make use of your brain...Your best safety tool !!***



# ***EARTHQUAKE PROCEDURES***

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*Reactions of people during an earthquake vary from crawling underneath their desks to lying flat on the floor. Some of the guidelines to help avoid fatalities and major injuries are:*

## ***Before an Earthquake:***

- Establish a survival kit. This kit should include a battery-powered radio and flashlight along with spare batteries, fresh water, non-perishable and easy to prepare food, and medical supplies.



## ***During an Earthquake:***

- If you are inside, stay inside. Take cover under a sturdy desk, table or other furniture or in a doorway or next to a supporting wall. Stay clear of windows, fire places, wood stoves, heavy furniture or appliances that could fall over.
- If you are outside, stay outside. Get away from buildings, trees and power lines.
- Motorists should stop and safely sit out the quake. Avoid bridges, overpasses, tunnels, trees, light posts or signs. Be alert for falling rock or other debris that could be released by the earthquake on slopes or cliffs.
- If you are near the ocean and feel a heavy quake that knocks you around, you should get to high ground immediately.

## ***Once the Earthquake has Stopped:***

- Check for injuries. Do not move seriously injured people unless they are in immediate danger of further injuries.
- Persons inside multi-story buildings should leave quietly and calmly by a solid stairway. **DO NOT USE ELEVATORS!**
- Check for safety hazards. When necessary, shut off your electricity at the control box and natural gas at the shut off valve.
- Ensure your telephone is placed on the hook. However, restrict all telephone calls to emergencies only.
- Use care when opening doors or cabinet doors as items may fall. Stay away from downed power lines even if the power appears to be off.
- Clean up any potentially harmful materials and/or medicines that may have spilled.

## ***Be Alert for Aftershocks***

- Use flashlights or battery powered lanterns; do not use lighters, matches, candles or lanterns until you are sure there are no gas leaks.
- Turn on your battery-powered radio for information, damage reports and for instructions on volunteering your assistance.
- Keep the streets clear for emergency vehicles.

## ***Three Things to Know***

- How to turn off gas, water and electricity.
- First aid – the more you know the better.
- Plan for reuniting the family.

***Cooperate with Public Safety Officials!!***

## ***Check list of Survival Items to Keep on Hand:***

- ☐ Battery powered radio with extra batteries. Batteries should be checked every 2-3 months.
- ☐ Flashlight with extra batteries.
- ☐ First aid kit – including specific medicines needed for members of your household.
- ☐ First aid book.
- ☐ Fire extinguisher.
- ☐ Adjustable wrench for turning off gas and water.
- ☐ Smoke detector.
- ☐ Portable fire escape ladder for homes/apartments with multiple floors.
- ☐ Bottled water – a weeks' supply of a quart per day per person. If you store water for an extended time, have pure liquid bleach available for purification.
- ☐ Canned and dried foods sufficient for a week for each member of your household.



**NOTE:** Both water and food should be rotated into normal meals of household so as to keep freshness. Canned goods have a normal shelf life of one year for maximum freshness.

- ☐ Non-electric can opener.
- ☐ Portable stove such as butane or charcoal.

**NOTE:** Use of stoves should not take place until it is determined that there is no gas leak in the area. Charcoal should be burned only out of doors. Use of charcoal indoors will lead to carbon monoxide poisoning.

- ☐ Because of possible heat combustion from a wood stove or fireplace a bucket of sand should be included.
- ☐ Matches.
- ☐ Telephone numbers of police, fire department, and doctor.
- ☐ Sturdy shoes and work gloves.

**All survival items should be stored at ground level, not on shelves or in a cabinet!**

### **During an Earthquake**

**Stay calm.** When an earthquake occurs the force of gravity shatter objects.

**Duck, Cover & Hold**

**OUTSIDE:** Stand away from buildings, trees, telephone and electric lines.

**ON THE ROAD:** Drive away from underpasses/overpasses, stop in a safe area, stay in vehicle.

### **After an Earthquake**

**Check for injuries** – provide first aid

**Check for safety** – look for gas, water, sewage breaks and downed electric lines and shorts; turn off appropriate utilities, only if damage has been sustained; watch for building damage and potential safety problems during after shocks, such as cracks around chimney and foundation.

**Clean up** dangerous spills

**Wear shoes**

**Turn on** radio and listen for instruction from public safety agencies.

In order to **avoid overloading systems**; do not use the telephone except for emergency use.

The American Red Cross has films and videos about earthquake preparation available for public viewing, call 277-1538

**FOR MORE INFORMATION CONTACT THE OFFICE OF EMERGENCY MANAGEMENT,  
267-4909.**



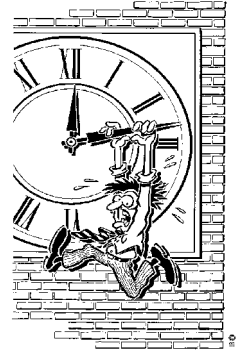
# ***FILING A HOUSEHOLD GOODS CLAIM***

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## ***OFFICE OF THE STAFF JUDGE ADVOCATE (CLAIMS)***

### ***TIME LIMITS:***

You must turn in your DD Form 1840/1840R (pink form) to the claims office within 70 days from the date your household goods were delivered. Then, you must file your claim with the claims office within two (2) years from your household goods delivery date. If you would like your claim to be reconsidered, you must present your request for reconsideration to the claims office within 60 days from the date you were paid on your claim or your claim was denied.

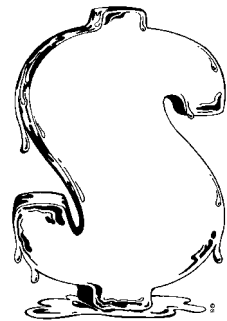


### ***DD FORM 1840/1840R:***

This is the pink form the driver provided to you at the time of delivery. If the driver did not provide one to you, the claims office can supply the form. You must complete this form by listing **ALL** damaged or missing items. Damages you discover at the time of delivery should be noted on the 1840 side of the form. All damages or missing items you discover after delivery of your goods must be noted on the 1840R side of the form. If additional 1840/1840R forms are needed, the Claims office can provide them to you. Also, if you need help completing the form, they will be happy to assist you. Again, you have 70 days to submit this form to the Claims Office.

### ***DISPOSAL OR REPAIR OF DAMAGED ITEMS:***

**DO NOT** dispose of or repair any property without contacting the claims office. First, the Claims office or the carrier may require an inspection to determine an amount of payment or salvage value. This does not apply to broken glass, but does apply to broken crystal and china. **FAILURE TO RETAIN AN ITEM UNTIL THE CLAIMS OFFICE OR CARRIER CAN INSPECT IT MAY RESULT IN A DENIAL OF YOUR CLAIM FOR THAT ITEM.**



### ***PRIVATE INSURANCE:***

If you have private insurance, you must first file a claim with your private insurance company prior to filing a claim against the government if your insurance covers the item. You must attach a copy of your insurance claim to your government claim. You must provide the Claims office a complete copy of the settlement from your insurer when you receive it.

### ***FRAUD:***

Claims tainted by fraud, however slight, may be denied in their entirety.

## ***SUBMITTING YOUR CLAIM:***

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The claims Office is located on the third floor of Building 600, Richardson Drive, Fort Richardson, Alaska. Hours of operation are 0900 - 1130 and 1300 - 1600, Monday through Friday.

**The claims Office mailing address is:**

OFFICE OF THE STAFF JUDGE ADVOCATE  
ATTN: APVR-RJA (CLAIMS)  
BUILDING 600 RICHARDSON DRIVE #5700  
FORT RICHARDSON, ALASKA 99505-5700

## ***DOCUMENTS NECESSARY TO FILE A CLAIM:***

A detailed claims packet along with the necessary forms will be provided when you bring in your DD Form 1840/1840R.

## ***CRITICAL TIME FRAMES:***

1. 70 days from the delivery date to turn in DD Form 1840/1840R.
2. Two (2) years from the delivery date to file your written claim with our office.
3. 60 days from your claim's settlement date to request reconsideration of your claim.

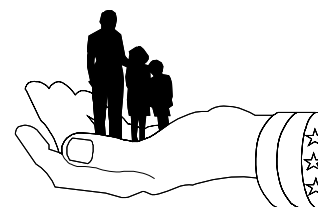


***IF YOU HAVE ANY QUESTIONS OR WOULD LIKE ASSISTANCE,  
PLEASE CALL (907) 384-0330***

## ***LEGAL ASSISTANCE***

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Residents desiring legal assistance concerning housing issues, including responsibility for the condition of the quarters and installation rules or Power of Attorney (POA), should contact the Legal Assistance Office.



Location: Building 600 Richardson Drive, Third floor, Flagpole side of the Building  
Telephone: (907) 384-0371  
Hours: 0900 – 1600 Monday – Friday (closed 1130-1300 daily)

# Army Community Services

Building 337, 5<sup>th</sup> Street @ Hoonah Avenue  
Fort Richardson, Alaska 99505  
(907) 384-1517  
DSN (317) 384-1517

## [Moving](#)



## [Money Questions](#)



## [Want to Volunteer?](#)



## [Relocation Readiness](#)

In the middle of a move?  
Preparing for a PCS?  
Relocation Readiness can answer many of the questions you may have and provide you with useful information to make your move as easy as possible.

## [Financial Readiness](#)

Learning to manage your money is a vital step towards securing your future. Visit Financial Readiness to find a wide range of information that will help you take control of your finances.

## [Volunteers](#)

Volunteering provides the opportunity to make a significant contribution to your community, feel satisfaction, learn new skills, gain work experience, meet new friends, and have fun!

## [Deployment Readiness](#)

Deployment can be a highly emotional and stressful event. At Deployment Readiness, we can help ease your mind by letting you know what to expect and the best ways to prepare.

## [Employment Readiness](#)

Finding new employment can be a difficult process. Look to Employment Readiness for helpful resources, tips, and tricks to assist you in finding the perfect job.

## [Army Family Action Plan](#)

The Army Family Action Plan is a process that lets soldiers and families let Army leadership know what's working, what isn't - AND what they think will fix it.

## [Learn About the Army](#)



## [Army Family Team Building](#)

Military life has unique issues and items that may cause some anxiety when

## [Family Issues](#)



## [Family Advocacy](#)

Looking for couple counseling or just want to talk? Family Advocacy can assist you with

## [Special Needs](#)



## [EFMP](#)

Do you have a family member with special needs? Look to EFMP for information and

some anxiety when transitioning from civilian life. Learn about Army Family life.

Advocacy can assist you with any family issue you may have.

EFMP for information and support.

## DOGHOUSES

## APPENDIX A

To obtain permission to construct a doghouse the following steps must be taken:

1. Clearly mark the area where you wish to place the doghouse.
2. Submit a memorandum requesting permission to construct a doghouse along with a picture or sketch of the intended doghouse (including dimensions) to Family Housing, Building 600, Room 104, ATTN: Engineering Tech. Upon review by Family Housing and your signed statement of understanding as to Fort Richardson's policy, you will be granted approval to construct a doghouse.
3. To schedule a final inspection of your dog house, or if you have any questions please contact the Engineering Tech, Building 600 Room 104, or phone 384-0424. At the time of the final inspection of your doghouse, a decal will be placed next to the resident's name and quarter's number enabling Post Operations to readily identify an authorized dog house.
4. If you want to construct a dog house you must adhere to the following guidelines:
  - All costs incurred for installation, maintenance and removal will be borne solely by the resident.
  - When the quarters are vacated or the doghouse is removed, the grass and surrounding grounds will be restored to their previous state by either resodding or by utilizing new top soil and reseeding the affected area.
  - If Public Works must have the doghouse removed or damages to the property repaired before or after your departure, financial charges will be collected from you.



Erecting a doghouse without prior approval subjects the resident to financial liability for correcting any damage that may result. It is the resident's responsibility to maintain all documentation as to the authorization of the doghouse. Housing will also maintain a copy of the authorization as well as a picture of the authorized doghouse.

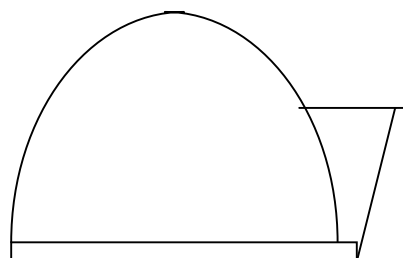
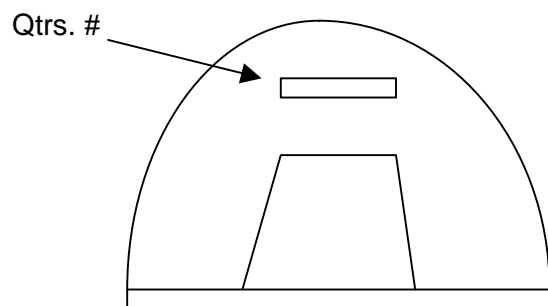
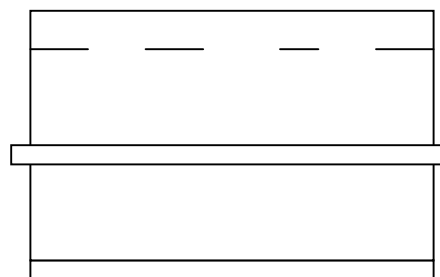
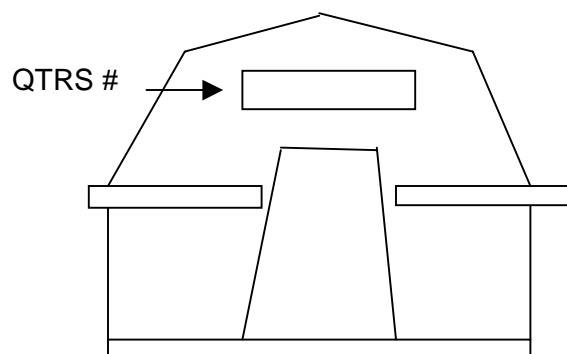
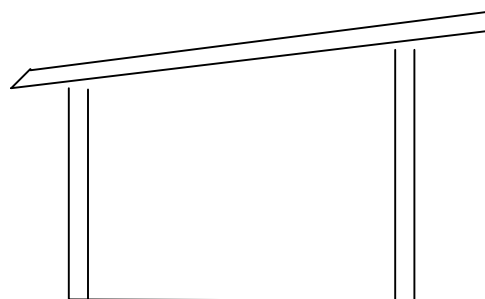
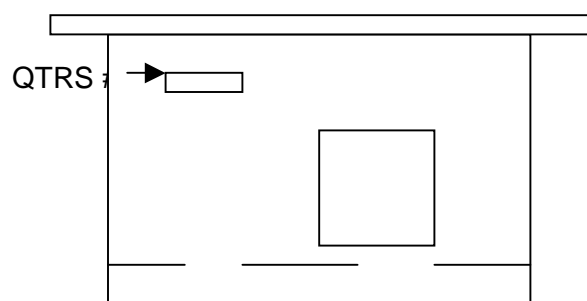
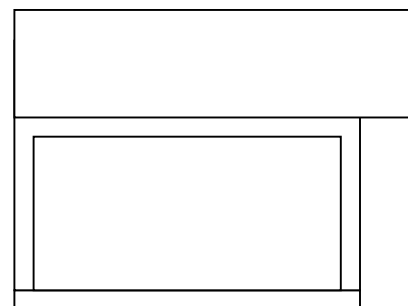
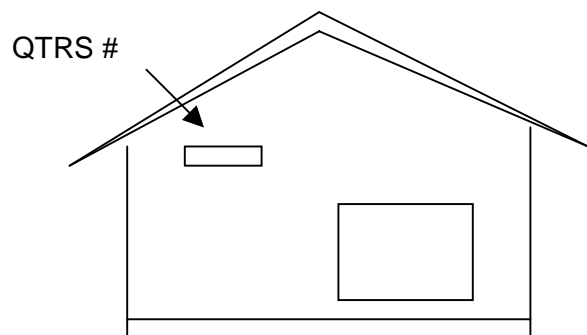
- One doghouse will be available for each dog housed or one doghouse may be divided with a wall and have two separate entrances for utilization by two dogs.
- The dog house size will be determined by the size of the pet to be housed.
- The dog house should be placed a minimum of two (2) inches off of the ground.
- Avoid placing the doghouse in a location where ice and snow will slide from the roof and injure the dog.
- The doghouse will not interfere with neighbors' use of yard, access to quarters, etc.
- The exterior of all doghouses will be painted with exterior paint or stained, and will be earth tones and in accordance with the Installation Guidelines.
- Shingle roofs may be utilized.
- All dog houses will be clearly marked above the doorway with the resident's quarter's number.

- Doghouses must be maintained according to Fort Richardson's policy at all times.
- Doghouses will be constructed of wood or be factory manufactured plastic or wood. Airline carriers are not acceptable as a permanent structure.
- Only factory manufactured dog runs/pens are authorized for use on Fort Richardson.

***Following are samples of approved doghouses:***

**Front Views:**

**Side Views:**



**PLEASE NOTE: Standards are established with the welfare of pets in mind and with the objective of maintaining minimum standards of appearance in our housing areas.**

## ***FENCING***

## **APPENDIX B**

The resident, upon receiving prior written approval from the Family Housing Office, may construct a fence. The resident must submit a detailed fence plan and a signed statement of understanding as to the Fort Richardson's fencing policy.

To obtain permission to install your own fence the following steps will be taken:

1. Clearly mark the area you wish to fence utilizing string, engineer tape, rope, etc. Provide design and measurements diagram to the Housing Office.
2. Submit requests for approval in memorandum form to Family Housing, Building 600, First Floor, ATTN: Engineering Tech Office. If you have any questions please call 384-0334.

Upon review by the Engineering Tech of the marked area you wish to fence and your signed statement of understanding as to the post fencing policy, you will be granted approval to install your privately owned chain link fence. You must obtain a digging permit from the Service Order Desk, located in Bldg. 730 Quartermaster Road. Once the permit is obtained, you may proceed to Self-Help and sign out a digging kit (subject to equipment availability). To schedule your final inspection upon completion of your fencing project, or if you have any questions contact the Engineering Tech Office at 384-0334. At the time of your final inspection a decal will be affixed to a fence post enabling Post Services to readily identify an authorized fence (not including decorative fences).



All costs incurred for installation, maintenance and removal will be borne solely by the resident. **Those residents scheduled to retire or clear quarters from 1 October through 30 April are required to remove fences prior to 1 October unless prior approval to do otherwise has been granted, in writing, by Housing.** Housing Inspectors will ensure compliance with this policy. If Public Works must have your fence removed after your departure, the costs will be collected from you.

Erecting a fence without prior approval and a completed digging permit, subjects the resident to financial liability for correcting any damage, which may result. It is the resident's responsibility to obtain the digging permit from the Service Order Desk, located in Bldg. 730 Quartermaster Road and maintain all documentation as to the authorization of the fence.

Only factory manufactured dog runs/pens (no larger than 100 sq. ft.) are authorized for use on Fort Richardson.

The only decorative fencing allowed will be between 12 - 24 inches high, will not present a tripping hazard and will only serve the purpose of defining property lines and decoration. Decorative fences can be placed less than 12 inches into the ground without an approved digging permit. Decorative fencing will not interfere with common-use areas and **will not** utilize landscape timers, metal stakes, string, etc. Decorative fencing located near sidewalks, which are maintained by Department of Public Works, must be removed prior to 1 October to prevent damages from occurring during plowing operations. Decorative fences **do not** have to be approved.

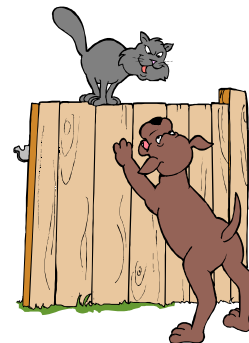
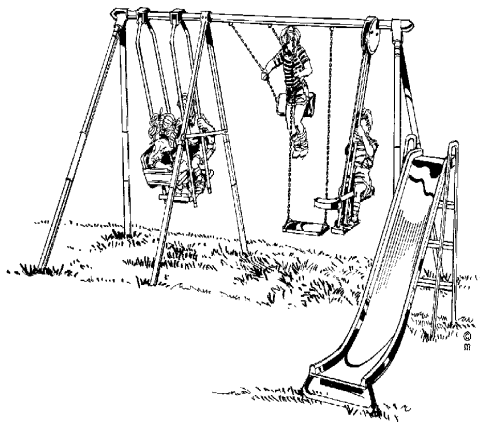
Please remember that if you plan to clear quarters during the winter months (late September - May) you will need to remove your fence during the fall months, if the fence is not removed by the time you clear your quarters, your fence may become the property of the government. Once the ground freezes you will have a difficult time removing fence posts and repairing the grounds.

### **FENCING STANDARDS:**

- **Only** four (4) foot high chain link fence.
- Posts are cemented two (2) feet into ground.
- Fence should be a minimum of 6 inches from sidewalk for winter maintenance.
- Fence must have all components in place.
- Fence line may not interfere with a common sidewalk, man hole cover, green steam building, mail box, dumpster, electrical service, ATU, GCI Cable Vision, or Enstar Gas without prior approval from the appropriate agency.
- Fence must present a tight and straight appearance.
- Fence line must be kept neat and trimmed.
- Pets will not be tied to fences.
- Access to utility rooms will include gates or a clearance of three feet.
- Fence must be maintained according to Fort Richardson's fencing policy at all times.



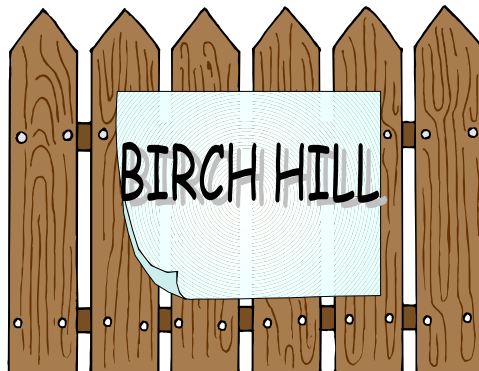
**NOTE: Birch Hill residents see fencing policy on following page.**



**Birch Hill Fencing Policy**  
**(Post Commander Policy#24-1)**  
**26 Aug 2002**

1. Reference Resident's Handbook Fort Richardson, Appendix B.
2. The reference establishes guidelines for resident owned/installed fencing at personal quarters. This policy provides special/additional guidelines for Birch Hill (Quarters 64 through 82) residents only.
3. All fences at Birch Hill will be four-foot high cedar fencing that matches the specifications of the government owned/installed fencing in other housing areas on the installation. The fences must conform to the diagram and dimensions available at housing. The resident is required to follow the procedures for obtaining approval stated in Appendix B of the Resident's Handbook. The occupant may request permission to leave the fence in place and donate it to the government or make arrangements with the next tenant to take the responsibility of ownership of the fence.
4. It is the responsibility of the resident to purchase, install, maintain and remove all fencing prior to departure or make arrangements with the next Tenant to take the responsibility of ownership of the fence. Fencing could also be donated to the government.
5. Priority for government owned/installed fencing on Birch Hill has been established, but this action is slated for completion after other multiplex housing fences have been installed.
6. Point of contact for this action is the Chief, Housing Department.

DAVID . L. SHUTT





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## ***STORAGE BUILDINGS***

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## **APPENDIX C**

**To obtain location approval and permission to construct a storage building the following steps will be taken:**

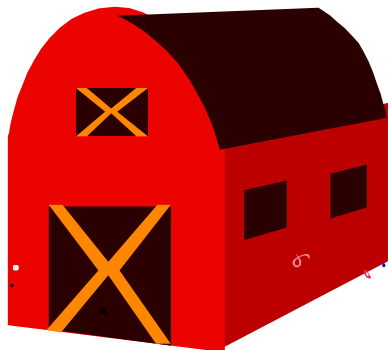
1. Clearly mark the area you wish to place your storage building utilizing string, engineer tape, rope, etc.
2. Submit a memorandum requesting permission to construct your storage building to Family Housing, Building 600, Room 104, ATTN: Engineering Tech Office, or call 384-0424 for more information.

Upon review by Family Housing of the marked area where you wish to place your storage building and your signed statement of understanding as to the post policy, you will be granted approval to construct your privately owned storage building. To schedule your final inspection upon completion of your storage building project, or if you have any questions contact Family Housing, Building 600, Room 104, ATTN: Engineering Tech Office, or call 384-0424 for more information.

**STORAGE BUILDING STANDARDS:** Only metal or wood, factory manufactured storage buildings (or storage buildings which are constructed to industry standards) are authorized for use on Fort Richardson.

- Storage building will be a maximum size of ten (10) feet X ten-(10) feet X 8 ft. in height.
- Storage building will be placed in back yard (parking lot side) or end of the building if applicable.
- Storage building will not interfere with driveways, sidewalks, and neighbor's yard or automobile visibility.
- Storage building will be placed a **minimum of six (6) feet away** from building.
- Storage building will be clearly marked with the resident's quarter's number and name above the doorway.
- Exterior colors of the storage building will be earth tones and in accordance with the Installation Policies.
- Storage building will be maintained according to Fort Richardson's policy at all times.

All costs incurred for installation, maintenance and removal will be borne solely by the resident. When the quarters are vacated or the storage shed is removed, the grass and surrounding grounds will be restored to their previous state. If Public Works must have your storage building removed or damages to the property repaired after your departure, financial charges will be collected from you. Erecting a storage building without prior approval subjects the resident to financial liability for correcting any damage, which may result. It is the resident's responsibility to maintain all documentation as to the authorization of the storage building.



# APPENDIX D

## ***FORT RICHARDSON FIRE & EMERGENCY SERVICES***

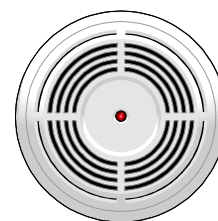
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**REMINDER:** Remember to attend the **MANDATORY** briefing, held during your New Comers' In-processing Briefing. You will need to attend a briefing within 30 days of signing for quarters.

**Fire Prevention Checklist:** Use the following checklist to conduct an initial fire prevention inspection of your home and quarterly thereafter.

**A. Does my family know how to report a fire/emergency?**

- Immediately report all fires, no matter how small.
- Stay calm and dial 911.
- Give the 911 operator your address.
- Give the location of the fire/emergency.
- Give the type of fire/emergency.
- Leave the phone off the hook.
- Get out of the house and stay out!!



**B. Does my family have an emergency exit plan?**

- Plan and practice an emergency exit plan each quarter.
- Know two ways out of every area of the home.
- Have a pre-designated meeting place outside.
- Ensure baby-sitters know the plan.
- Teach children how to “**Stop, Drop, and Roll**” if their clothes catch on fire.

**C. Have we checked out smoke detectors?**

- Test smoke detectors MONTHLY!
- Vacuum them to keep them free of dust.
- If the detector doesn't work, immediately call in a service order if it is the hard- wired electrical type.
- Replace the battery if battery operated.

**D. Do we have a fire extinguisher?**

- They can be purchased at many stores for approximately \$15.00.
- As a minimum, have a 5lb extinguisher in the kitchen.
- Having one on every floor and in the garage is the recommendation.
- Having one can lower renter's insurance.
- Fire department can give training on how to use them.

**E. What about renter's insurance?**

- Excellent investment in case of fire!
- Government may not give total reimbursement.
- Most companies give 5% discount if house has smoke detectors, fire and deadbolt locks.



**F. Do we have fire hazards in our kitchen?**

**NEVER** leave the stove unattended while cooking! Unattended cooking is the cause of 4 out of 5 fires in the United States.

Keep the stove, oven and exhaust hood areas clean and free of grease build-up.

If the oven is self-cleaning, try to stay home while it is in its cleaning cycle. Read and follow the manufacturer's instructions and recommendations.

Keep items that can easily catch fire away from the stove.

Don't wear clothes with loose, hanging sleeves when cooking on the stove.

Keep items needed during cooking out of the compartments over the stove. Reaching for these items can cause clothes to contact flame or hot surfaces and catch fire.

Turn panhandles inward on the stove.

Unplug appliances like toaster, coffeepots, can openers, etc. when not in use.

**G. What if we have a grease fire on the stove?**

Don't pick up a burning pan. This could spill burning grease and spread the cause burn injuries.

Do not throw water, flour, baking soda, etc. on the fire.

Place a lid or pan on top of the burning pan to smother the fire.

Turn off the burner to let the pan cool down.

Notify the fire department.



fire or

**H. Do we have smoking hazards around the house?**

Never smoke in bed.

Keep lighters and matches up high and out of sight and reach of children.

Use large ashtrays to contain cigarettes.

Every night empty ashtrays into a non-combustible container (coffee cans work great) with a little bit of water.

Before going out or retiring for the evening, check sofas and chairs for hot embers that may have fallen behind cushions.

**I. Do we have any electrical hazards?**

Use extension cords for *temporary* wiring only.

Make sure all appliances and extension cords are UL labeled.

If used, make sure they are free of cracks and splices that expose the wiring.

Do not nail or staple extension cords to secure them in place.

Don't run them under rugs or through doorways and windows.

Only use two-way or three-way electrical adapters that are surge protected.

Keep circuit breaker boxes closed at all times.

Do not use any kind of securing devices on circuit breakers.

Christmas decorations are OK, but ensure they are UL labeled and follow the manufacturer's instructions and extension cord guidelines.

Do not make electrical repairs, or modifications to the house. Call service order.

**J. What about storage?**

Keep storage of combustibles to a minimum and don't stack too high.

Store combustibles away from heat sources such as water heaters, radiators, and space heaters.

Store combustibles away from stairways and exit ways.

Do not store combustibles under open stairwells.

Don't use furnace rooms, boiler rooms, mechanical rooms, or crawl spaces for storage.

Keep storage areas neat, clean, and free of debris.

**K. Are our flammable liquids stored safely?**

Do not store gasoline or other highly flammable liquids inside family housing.  
Store paint (maximum amount 1 gallon) in tightly sealed containers, away from heat and possible sources of ignition.  
Drain the gas tanks of lawn mowers, snow blowers etc. before storing them for long periods of time.  
Try to obtain an outside storage shed to store needed flammable liquids and power equipment.  
Never refuel lawnmowers, snow blowers etc. while they are running or hot.  
Do not pour flammable liquids down the sewer drains.

**L. Are open flame devices safe?**

Candles must have sturdy holders that will not tip over easily.  
Extinguish candles when the room is not occupied.  
Do not use kerosene, propane, or diesel operated space heaters in housing.  
Only use UL labeled electric space heaters. Keep them 4 feet away from combustibles.  
Keep barbecues and smokers 5 feet away from the building when in use.  
Do not use them in the garage, on the porch, or under the eaves of the house.  
Cool off barbecues before storing them.  
Do not use gasoline to start a barbecue.



**Notes on candles:** Read the labels on your candles, some may contribute to health or safety and other may contribute to damage to your home. Microscopic soot particles have been recognized by the Environmental Protection Agency (EPA) as responsible for aggravation of respirator illnesses. Smoke from candles can result in a phenomenon known as black soot deposition; it can darken and stain walls, furnishings and clothing. This type of soot is hard to remove and does not dissolve easily: damages may be permanent. Emissions from burning candles can contain acetone, benzene, cresol, chlorobenzene, ethyl benzene, lead, phenol, styrene, toluene, xylene, trichloroethene, carbon disulfide depending on the candle manufacturing standards. Enjoy your candles and use them in safe conditions/areas.

**M. Miscellaneous**

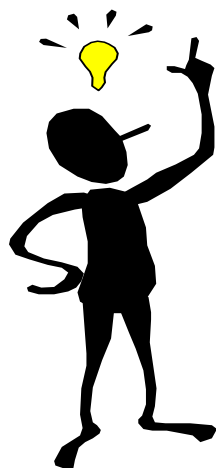
Get approval from housing for self-help projects.  
Do not convert basement into a living or sleeping area.  
Keep fire hydrant in the yard free of snow in the winter, and grass and brush the rest of the year.  
Have flashlights for emergencies, rather than relying on candles.  
Reloading ammunition for personal firearms requires a special permit.

If you desire additional information, pamphlets, or if you have any questions regarding this checklist, come by or call the fire prevention office.

**Fire Department is located in Building 654**

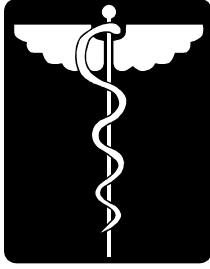
**Phone number: 384-3132/0774**

**Office hours: 0700 – 1500**



**!! REMEMBER !!**  
**STOP – DROP – AND – ROLL**  
***IT MAY SAVE A LIFE!!!***

## HAZARDOUS WASTE

**Hazardous Waste**

Is any chemical or material that, when no longer usable for its intended purpose or when disposed of, has the potential to cause harm to human health or the environment. Army regulations require that these substances must be disposed of properly for your safety and the safety of others.

The following is a list of commonly used household products or items that you may need to dispose of. Most of these types of items, when used up and disposed of, require special handling as “**Hazardous Waste**”.

Several items listed below CAN BE properly disposed of directly in the trash. Please read the information below the listed item carefully for details.

**DISPOSAL**

Unless other directions are included under each category header, *legal* disposal of these items will be accomplished by:

Delivery to Building 45-125, the Fort Richardson **Hazardous Waste Storage Facility**, right next to the **Outdoor Sports Center** on the north side of the Davis Highway near the Elmendorf gate. This facility is operated by Fort Richardson’s “turn in” contractor. Their hours of operation are 0730 – 1700 p.m., Monday – Friday.

If you need answers to specific questions not addressed here, please call the waste turn-in contractor at 384-1485 or 428-2000, or PWE (Public Works Environmental) – Richard Nenahlo at 384-3295.

**CONTAINER CONTENTS**

These directions apply to containers of waste which are **FULL** or **PARTIALLY FULL**. If a container is **EMPTY**, the container can be disposed in the trash. To make this determination, the following EPA definitions apply:

**Non-pressurized bottle, cans, boxes, etc:**

Containers are considered empty when all material has been removed according to procedures appropriate to the specific container, including pouring, pumping, or using air or hydraulic pressure and no more than one (1) inch of residue remains on the bottom of the container. When a container is empty it can be disposed in the trash or a dumpster.

**Pressurized containers (have the label: WARNING: Contents under Pressure:**

Aerosol spray cans, etc., are considered **EMPTY ONLY WHEN** they have been punctured and drained. This will be done by the turn-in contractor. **DO NOT ATTEMPT TO PUNCTURE AEROSOL CANS YOURSELF!**

# Kitchen or Workshop

- ❑ **Aerosol cans** – “Empty” or partially empty, household-type pressurized aerosol cans that previously contained pesticides, cleaning fluids (for furniture, fabrics, carpets, etc.), cleansers, lubricants (WD-40), enamel or lacquer paints or primer paint. Items of concern will be labeled:
  - ❑ “Flammable”,
  - ❑ “Combustible”
  - ❑ “Corrosive” or
  - ❑ “Contents under Pressure”
- ❑ **FLUORESCENT LIGHT BULBS AND OTHER MERCURY – CONTAINING BULBS.** Fluorescent, light – intensity discharge, neon, mercury vapor, high-pressure sodium, and “metal halide” bulbs.



This category DOES NOT INCLUDE ordinary *incandescent* bulbs.

The BEST way to store these prior to turn-in is in the original shipping box or store container...whether it's a sturdy cardboard box or the retail store-square corrugated tube.

DO NOT DELIBERATELY CRUSH WASTE FLUORESCENT BULBS. This may cause injury from flying glass and any release Mercury which is a neurotoxin.

- ❑ **FUELS** – Blazo, Coleman fuel (“white gas”), butane (e.g., for recharging cigarette lighters (but you shouldn't be smoking anyway!!), diesel, gasoline, home heating oil, JP-4, kerosene, methanol, propane, and Stoddard solvent.
- ❑ **PROPANE CYLINDERS** – Even if these are “EMPTY”, they contain some residual fuel ...frequently enough to explode in a fire or if punctured and exposed to a spark. **DO NOT ATTEMPT TO PUNCTURE THESE CYLINDERS OR TO REMOVE THE VALVE OR PRESSURE RELIEF VALVE.**
- ❑ Chlorinated solvents AND degreasers – This category of material contains chemicals named:
  - ❑ Tetrachloroethane ... also described as “TCA”
  - ❑ Trichloroethene or Trichloroethylene (same chemical)... also described as “TCE” or “Trike”
  - ❑ Perchloroethylene ... also described as “PERC” or “PCE”

## Paint & Related Materials

\*\* (in non-pressurized cans or containers)

There are 2 basic types of paint from a waste perspective:

1. Oil- or solvent-based ➡ **HAZARDOUS**
2. Water-based/latex ➡ **NON-HAZARDOUS**



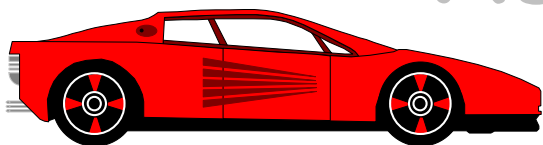
- ❑ **OIL – or other ORGANIC SOLVENT-BASED PAINT or COATINGS.** Oil and solvents includes turpentine, mineral oil, Stoddard solvent, shellac, lacquer, and varnish.
- ❑ **WATER-BASED (“Latex”) PAINT.** “Latex” paint IS AN **EXCEPTION TO THE HAZARDOUS WASTE RULE**. Simply open the can and allow the contents to dry out and harden. The paint must be **DRIED COMPLETELY** and NOT SIMPLY DRY ON THE SURFACE. This type of paint must be completely dry and have **NO FREE OR FLOWING LIQUIDS**. When completely dry, the paint cans should be placed in a dumpster or trash can.
- ❑ **PAINT THINNERS, PAINT REMOVERS** – Includes paint thinners, reducers, remover (e.g. “Zip-Strip”). The words “Flammable” or “Combustible” are commonly required to be on the label),

solvents, and other mixed chemical paint – related products used in painting. It does not include contaminated acetone, toluene, xylene, ethanol, or other pure chemicals that are contaminated. Do not mix paint thinners and solvents together.

## Garden

- ❑ **PESTICIDES, HERBICIDES, AND RODENTICIDES, UNUSED** – Includes pesticides, herbicides, and rodenticides. Some common materials are Warfarin, Lindane, DDT, and 2,4-D.

## Automotive



**NOTE:** Automotive repairs which will result in the generation of waste gasoline or diesel fuel, lube oil, transmission fluid, brake fluid, and antifreeze should be performed at the Auto/Craft Shop (Building 755).

- ❑ **Antifreeze** – These products are usually water mixtures of “Ethylene Glycol” or “Propylene Glycol” are typically clear, brightly-colored (e.g., bright green, orange, or red), slightly syrupy liquids.
- ❑ **BATTERIES** – Both rechargeable and non-rechargeable, including lead-acid, alkaline, nickel-cadmium, lithium, and automotive batteries.

### **WARNING – DO NOT BREAK BATTERIES OPEN**

- ❑ **BRAKE FLUID** – Brake fluid used in vehicles. **Storage of this substance in your home is permissible, but application MUST be performed at the AUTO CRAFT SHOP (Building 755).**
- ❑ **BRAKE SHOES\*\*** - Asbestos may be present in many different products, including brake shoes. If it can be determined that brake shoes DO NOT CONTAIN ASBESTOS, these can be disposed directly in the trash.

If, however, there is uncertainty whether shoes contain asbestos, dispose of these items AS THOUGH THEY CONTAIN ASBESTOS.

**\*\* Note – It is PERMISSIBLE to dispose of used asbestos containing brake shoes in the trash...provided that the shoes are DOUBLE-BAGGED in polyethylene bags (i.e., “freezer bags”) and LABELED:**

### **“Asbestos-containing brake shoes”**

- ❑ **USED MOTOR OIL, OIL FILTERS, and GREASE** - Used lube oil, used oil filters, drained or removed from automobiles, ATV’s snow machines, generators, etc., and including automotive grease and non-PCB transformer oil.

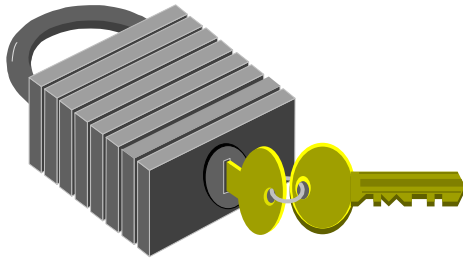
Again: It is required that all activities where these wastes would be generated be performed at the AUTO CRAFT SHOP, where it will be disposed of properly.

- ❑ **TRANSMISSION FLUID** – Transmission fluid used in vehicles and equipment (e.g., oil engine, arctic (OEA)). Storage of this substance in your home is permissible, but application MUST BE PERFORMED AT THE auto craft shop.
- ❑ **OIL- OF FUEL-SOAKED RAGS** - Rags used to wipe equipment, containers, or to clean a small spill.

# Firearms - Ammunition

- **AMMUNITION** – Includes rifle, pistol, and shotgun ammunition, primers, gunpowder (smokeless and black powder). It DOES NOT INCLUDE fired or inert cartridge cases, shotgun hulls, or brass.

**DISPOSAL** – DO NOT DISPOSE IN TRASH! These materials may be dropped into one of two Amnesty Boxes on post. One is located across the road from Building 55802 at the gate to the Ammunition Supply Point. The other is located next to the parking lot on the south side of Building 618.





# APPENDIX F

## CARPET CARE



A good practice is to vacuum often the areas that receive the most traffic, such as hallways, stairs, exterior entry ways, and paths in the home where there is constant wear. Vacuum the entire carpeted area a minimum of twice per week.

Removing loose soil while it remains on the surface is important so that it is not worked into the carpet pile by foot traffic. Removing embedded soil is more difficult and time consuming than removing surface soil.

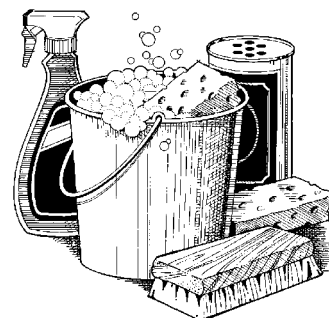
To remove surface soil, push the vacuum forward several feet with the pile direction of the carpet in a slow, deliberate motion and then reverse direction. Embedded soil is more effectively removed by pulling the vacuum against the pile direction in a slow, deliberate motion.

Daily vacuuming is the most important cleaning activity, but deep extraction cleaning must be performed to remove stubborn or embedded soil. The Carpet and Rug Institute recommends that carpet be shampooed a minimum of every 12 or 18 months before it shows soiling. Carpet should receive regular deep cleaning to maintain its good looks. A carpet shampooer is available at the Self-Help Store, Bldg. 706.

We have added a few tips in this section to start you on the way to good carpet health. There is no way to guarantee that everything works every time and we hope that you will have many tips of your own for maintaining the carpet in your home. These tips are not intended to be the only way to maintain/clean your carpet. If at any time you run into a problem area or we can be of assistance to you, give us a call at 384-0309/0424.

### General Guidelines for Stain & Spot Removal :

- 1. Immediately blot up as much of the liquid stain as possible** using a soft, white, absorbent material like a towel or napkin. Though most of the carpets produced today are treated with stain-resistant treatments, no carpet can be said to be completely stain-proof. The longer a stain remains in the carpet, more permanent it becomes.
- 2. Scrape away the solid or semi-solid stain using a blunt spatula or spoon.** Never use a knife as its sharp edges could harm the pile fibers.
- 3. Never scrub or brush a stain;** scrubbing can harm the fibers and have the adverse reaction of making the stain set in to the carpet.
- 4. Vacuum away as much of the solid stain as possible.**
- 5. Pretest the spot removal agent on an inconspicuous area of the carpet.** Follow the instructions carefully. Apply a few drops to each color in the carpet. Press a clean, white towel or napkin lightly over it for approximately 30 seconds. Check, both the towel (and napkin) and the carpet for color transfer, color change or any other damage. Try another spot removal if you notice any change.
- 6. To clean the spot, apply a small amount of spot removal agent to the soft, white, absorbent material and gently apply to the stain,** working from the edges towards the center of the spot to prevent it from spreading. Continue as long as the stain is getting transferred onto the towel. Apply more solution to a fresh area on the towel and repeat the process as long as the stain is being removed. Patience is a virtue as far as this step is concerned!
- 7. In cases where you need to apply more than one spot removal agent in a sequence,** continue applying the first spot removal agent as long as there is any improvement; then move on to the next one.
- 8. After the spill has been removed completely, rinse out the affected area with water and blot dry** to remove the cleaning solution completely as any residue may attract soil and cause damage to

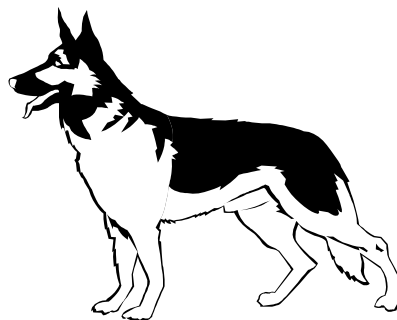
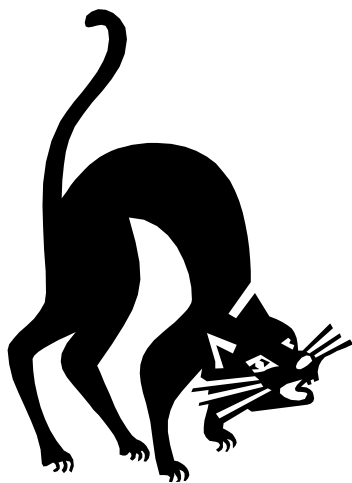


the carpet. To effectively blot up the water, you may use clean, dry towels weighed down by flat, heavy objects like a book; keep changing the towels as they become saturated.

9. **Do not over wet the area.** Over wetting of carpet while cleaning may cause damage to the carpet and/subfloor.

### **Tips for urine problem areas:**

- ◇ Remove as much of the stain as possible by using a spoon or dull knife. Blot up as much of the stain as possible with white paper towels.
- ◇ Neutralize by spraying the affected area with the ammonia solution (1 tablespoon of clear household ammonia and ½ cup of water). Care should be taken to remove all protein matter. Blot to remove excess moisture.
- ◇ Apply a small quantity of detergent solution to the spot. (To make the detergent solution mix ¼ teaspoon of a hand dish washing detergent which does not contain lanolin or bleach with 1 quart of water; examples of safe detergents are Dawn and Joy.) Use a blotting motion to work the detergent into the affected area. If spot is being removed continue applying detergent and blotting with a white paper towel until spot is removed.
- ◇ Rinse with tap water using a spray bottle, blot to remove excess moisture.
- ◇ Spray lightly with water, do not blot this time; apply pad of paper towels and weight down with books or heavy object and allow to dry.
- ◇ If there is still some stain on the carpet and blotting is not removing it, then moisten the tufts in the stained area with 3% hydrogen peroxide. Let stand for 1 hour. Blot and repeat until carpet is stain free. Light will cause peroxide to change back to water so no rinsing is necessary. Apply pad of paper towels and weight down with heavy object.  
Use a blotting motion to work the detergent into the affected area. If spot is being removed continue applying detergent and blotting with a white paper towel until spot is removed.
- ◇ Rinse with tap water using a spray bottle, blot to remove excess moisture.
- ◇ Spray lightly with water, do not blot this time; apply pad of paper towels weighted with heavy object and allow to dry.



# APPENDIX G

## HOUSING INSPECTION QUESTIONNAIRE

1. Please help us evaluate our services by completing this questionnaire. Your input makes it possible for us to improve our services and up date our information.

a. What type of inspection did you have?

\_\_\_\_\_ ASSIGNMENT \_\_\_\_\_ PRE-TERMINATION \_\_\_\_\_ TERMINATION  
 \_\_\_\_\_ COURTESY (SPECIAL) OTHER \_\_\_\_\_

b. Did the inspector arrive within 10 minutes of scheduled appointment time?

\_\_\_\_\_ Yes \_\_\_\_\_ No If not, how long did you wait? \_\_\_\_\_

c. Inspector's Name: \_\_\_\_\_ Date: \_\_\_\_\_

2. Please circle the number that represents the service value you received today:

3.

ITEM	POOR	LESS THAN AVERAGE	AVERAGE	VERY GOOD	OUT- STANDING
The attitude of the inspector was courteous, friendly, and concerned about my needs.					
The inspector was able to answer my questions, & was technically competent and helpful.					
The inspector was fair and impartial.					
The information I received corresponded to previous guidance from the Housing Office.					

3. In what areas were we unable to assist you, or could have provided pertinent information? \_\_\_\_\_

4. Did we provide services or information that was not necessary? \_\_\_\_\_

5. What service was the most helpful to you? \_\_\_\_\_

6. Other comments? \_\_\_\_\_

Occupant Name \_\_\_\_\_ Quarters # \_\_\_\_\_

Phone number: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE DROP THIS QUESTIONNAIRE BY THE HOUSING OFFICE  
 THANK YOU FOR TAKING THE TIME TO LET US KNOW HOW WE ARE DOING!!!!**

# APPENDIX H

## Checklist for Absence from Government Quarters

If your family members and you are going to be absent from your government quarters for a period of over four days, you are required to notify the Fort Richardson Housing office, Bldg 600 Rm 104; hours of operation are 0800-1630, Monday through Friday. It is highly important that you take steps to ensure your personal property and/or pets are cared for and protected during your absence.

Emergencies always seem to happen when least expected, so you should plan ahead to take precautions should an emergency occur during your absence. You are liable for the care and maintenance of your quarters even during your absence. The following are your responsibilities when your family members and you are absent from quarters:

\_\_\_\_\_ \* **Family Housing assistance with procedures, 384-0309 384-0455**

\_\_\_\_\_ \* Power of Attorney from the Staff Judge Advocate. Obtain a Power of Attorney for the person you wish to leave in charge. This person should be someone you trust. He or she will be responsible for checking on your quarters regularly for maintenance, security, safety, and/or pets (if you have any) during your absence.

\_\_\_\_\_ **Power of Attorney 384-0371 to make an appointment**

\_\_\_\_\_ **My appointment is date** \_\_\_\_\_ **time** \_\_\_\_\_

\_\_\_\_\_ **Person to appoint my Power of Attorney is** \_\_\_\_\_

\_\_\_\_\_ \* **Leave information where you can be contacted with your quarters Senior Occupant, as well as your unit Squad Leader, Platoon Sergeant, First Sergeant, and Commander. You should tell them who will serve under your Power of Attorney and how to reach that person. Be sure to tell them when you plan to leave and when you plan to return. If you do not return on schedule, you should let them know as soon as possible.**

\_\_\_\_\_ **Contact names and telephone numbers where I will be when away**

**Names** \_\_\_\_\_ **Telephone** \_\_\_\_\_

**Names** \_\_\_\_\_ **Telephone** \_\_\_\_\_

**Actual physical address where I will be living while I am away**

**Street** \_\_\_\_\_ **City and State** \_\_\_\_\_

\_\_\_\_\_ **Date I plan to leave Fort Richardson is** \_\_\_\_\_

\_\_\_\_\_ **Date I plan to return to Fort Richardson is** \_\_\_\_\_

\_\_\_\_\_ **Senior Occupant** \_\_\_\_\_ **Telephone** \_\_\_\_\_

\_\_\_\_\_ **Squad Leader** \_\_\_\_\_ **Telephone** \_\_\_\_\_

\_\_\_\_\_ **Platoon Sergeant** \_\_\_\_\_ **Telephone** \_\_\_\_\_

\_\_\_\_\_ **First Sergeant** \_\_\_\_\_ **Telephone** \_\_\_\_\_

\_\_\_\_\_ **Family Readiness Group Leader** \_\_\_\_\_ **Telephone** \_\_\_\_\_

\_\_\_\_\_ **Friends** \_\_\_\_\_ **Telephone** \_\_\_\_\_

\_\_\_\_\_ **Friends** \_\_\_\_\_ **Telephone** \_\_\_\_\_

\_\_\_\_\_ \* **Identification cards that will expire while you are away** **384-0296**

\_\_\_\_\_ \* **Medications (be sure to take adequate supply)** **580-5858**

\_\_\_\_\_ \* **Medical conditions (discuss ongoing treatment with doctor)**  
(\_\_\_\_\_)

\_\_\_\_\_ \* Quarters and possessions. Make sure the person you officially appoint has keys for your quarters, a copy of the Power of Attorney document, and instructions for pet and plant care. If your appointee is not made known to Family Housing or does not have a copy of the Power of Attorney, he or she will not be allowed into the quarters if he or she becomes locked out during your absence. You may be held liable for any damages that occur due to your lack of acceptance of responsibility with regard to your quarters.

\_\_\_\_\_ **Copy of Power of Attorney to Family Housing**  
\_\_\_\_\_ **Copy of Power of Attorney to person appointed by me**  
\_\_\_\_\_ **Keys to my quarters delivered to my Power of Attorney appointee**  
\_\_\_\_\_ **Keys to my vehicles should they need to be moved**  
\_\_\_\_\_ **Lawn mowing and yard maintenance**  
\_\_\_\_\_ **Military police to keep lookout** **384-0823**  
\_\_\_\_\_ **Pets and plant care. Instructions to my Power of Attorney**

**appointee**

\_\_\_\_\_ **Pick up and store my mail and newspapers (appointee)**  
\_\_\_\_\_ **Snow removal from walks, steps, and parking areas**  
\_\_\_\_\_ **Stop newspaper delivery** **(\_\_\_\_\_)**  
\_\_\_\_\_ **Stop or forward mail delivery, Post Office** **428-3869**  
\_\_\_\_\_ **Vehicles, written, signed permission to drive my vehicles**

\_\_\_\_\_ \* **Safeguard licenses, birth certificates, LES, important paperwork**  
\_\_\_\_\_ \* **Schools and child care. If you have children in Child and Youth Services child care, Family Child Care home, School-Age Services, Youth Services, or in public or private schools, you should let them know when your children will return.**

\_\_\_\_\_ **Child and Youth Services Outreach Services** **384-7843**  
\_\_\_\_\_ **Child Development Center Director** **384-0686**  
\_\_\_\_\_ **Family Child Care Manager** **384-1500**  
\_\_\_\_\_ **Private child care provider** **(\_\_\_\_\_)**

\_\_\_\_\_ \* **Self-Help Store/ Return all borrowed items.** **384-3681**  
\_\_\_\_\_ \* **Service Orders. Repair broken windows, locks, leaks, etc.** **384-3664**  
\_\_\_\_\_ \* **Tri-Care. If you will be in a different area of the country away from**

**Alaska, you should notify Tri-Care of your new location to ensure proper care with minimum interruption in services.** **800-242-6788 and 580-5170**

\_\_\_\_\_ \* **Visit your Army Community Service to get assistance with a budget that will reflect the changed conditions involved with your absence; for air, sea, and land travel information and custom road maps to your destination; and information about military installations closest to your destination. Turn in borrowed Lending Closet items.**

\_\_\_\_\_ **Financial Readiness Program** **384-7509**  
\_\_\_\_\_ **Information, Referral, and Follow-up** **384-0272**  
\_\_\_\_\_ **Relocation Info and Lending Closet** **384-1515 & 384-7485**

\_\_\_\_\_ \* **Write down other important local persons, organizations, and telephone numbers not listed above that I might need while I am away:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Notes to myself

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**\*\*\*\*\*A Very Important Final Step:** Please review your entire checklist now ☐ to ensure that you have everything complete and that you are ready to travel. And don't forget to take a copy of your checklist with you in case you need assistance before you return.

*Have a great trip, knowing that you have done your part to protect your home!*



REPLY TO  
ATTENTION OF:

## DEPARTMENT OF THE ARMY

HEADQUARTERS, U.S. ARMY ALASKA  
600 RICHARDSON DRIVE #5000  
FORT RICHARDSON, ALASKA 99505-6000

# APPENDIX I

APVR-RLE-OP

3 October 2000

### MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Excessive Noise or Sound Violations from Privately Owned Vehicles (POV) (Garrison Commander Policy Statement #22-27)

1. The purpose of this memorandum is to establish the policy regarding the playing of music, recordings, or amplifying instruments generating loud sounds or noises from Privately Owned Vehicles (POV) on Forts Richardson and Wainwright. This policy is applicable to all persons who own or operate POVs on installations within U.S. Army Alaska.
2. Vehicle owners/operators may not permit excessive or loud noise, as defined below, to emit from their vehicle.
3. In accordance with Alaska law excessive noise emitting from vehicles is prohibited. Alaska law provides that no person who operates or is in control of a parked or moving motor vehicle shall operate or permit the operation of an electronically amplified sound system in or on the motor vehicle so as to produce sound that is clearly audible more than 50 feet (15 meters) from the motor vehicle. It is a crime under Alaska law to generate loud noise with the intent to disturb others or in disregard of the peace and privacy of others. Sound violations include sounds that disturb the peace and good order or impinge upon public tranquility.
4. Persons who accept the privilege to drive on a military installation must comply with all laws, regulations, and this policy memorandum governing motor vehicles.
5. Failure to comply with this policy will result in first time violators being issued either a DD Form 1408 (Armed Forces Traffic Ticket) or DD Form 1805 (United States District Court Violation Notice) by the Military Police. Additionally, a warning letter will be issued from the Post Commander through the Chain of Command.
6. Repeat offenders will have on-post driving privileges revoked as follows:
  - a. 2<sup>nd</sup> Offense in 12 months: 6 month suspension.
  - b. 3<sup>rd</sup> Offense in 18 months: 1 year suspension.
7. Repeat offenders will be notified of the proposed date of suspension of on-post driving privilege. The individual may request an administrative hearing within ten days of notification to contest the suspension. Suspension of on-post driving privileges will be effective when the Post Commander or his designated representative issues the violator a written notice of suspension.
8. Once the suspension is in effect, the individual may not operate a POV on-post for the duration of the suspension. If an individual violates the suspension, he/she is subject to additional sanctions including an extension of the suspension.
9. POC for this action is the USARAK Provost Marshall, at 384-0800.

FREDRICK J. LEHMAN  
COL, SC  
Garrison Commander



REPLY TO  
ATTENTION OF:

## DEPARTMENT OF THE ARMY

HEADQUARTERS, U.S. ARMY ALASKA  
600 RICHARDSON DRIVE #5000  
FORT RICHARDSON, ALASKA 99505-6000

APVR-RDZ

26 August 2002

### MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Operation of Motorcycles/Bicycles/Two-Wheeled Vehicles (Post Command Policy 24-7)

1. No two-wheeled vehicles will be operated on sidewalks, streets or roadways that are covered with ice in the Fort Richardson cantonment area after an accumulation of two inches of snow. This restriction is applicable to all service members, civilians and family members on Post.
2. This policy does not apply to bicycles on designated trails. Bicycles may continue to be operated on designated trails when there is snow and ice on roadways.
3. Operators and passengers of **motorcycles** are reminded of the following:
  - a. Operators and passengers of motorcycles will wear an approved helmet, shatter-resistant goggles or face shield, leather gloves, long legged pants, long sleeve shirt or jacket, leather boots or shoes, and high visibility garments (bright color for day and retro-reflective for night).
  - b. Motorcycle headlights will be on at all times while riding.
  - c. A rear view mirror will be mounted on each side of the handlebars.
  - d. The use of headphones or earphones is prohibited while riding on roads and streets.
  - e. Operators must have completed an approved motorcycle safety course.
  - f. Motorcycles must be registered on Post.
- r. Bicycles
  - 1) If approved, the member will be contacted by the Housing office and placed on the appropriate waiting list.
  - 2) If disapproved, the service member and the chain of command may schedule an appointment with the Post Commander to explain the member's situation and attempt to resolve the issues/concerns that resulted in the decision to deny the request.

DAVID L. SHUTT  
LTC, AR  
Post Commander





REPLY TO  
ATTENTION OF:

## DEPARTMENT OF THE ARMY

HEADQUARTERS, U.S. ARMY ALASKA  
600 RICHARDSON DRIVE #5000  
FORT RICHARDSON, ALASKA 99505-6000

APVR-RCA-CY (608-10)

26 August 2002

### MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Fort Richardson Child Supervision Policy (Post Command Policy 24-11)

1. REFERENCES: Memorandum, Headquarters, United States Army Community and Family Support Center, CFSC CYS, 11 July 2000, Subject: Out of School Child Supervision Requirements for Elementary and Middle School Children and Youth During Parental Duty Hours.
2. PURPOSE: The purpose of this memorandum is to establish a post policy on child supervision requirements that is in compliance with the above listed HQDA. While recognizing that the care and supervision of children is a parental responsibility and that parents are in the best position to know the maturity and supervision needs of their children, this policy sets forth the minimum supervision requirements for children who reside on or are guests on FRA. Research shows that unsupervised children are at greater risk for personal injury, injury to other person and property, early sexual activity, substance abuse, and are more apt to engage in vandalism and petty crimes. The National Center for Juvenile Justice shows the majority of juvenile violent crimes are committed between the hours 1600 and 1800.
3. EFFECTIVE DATE: This policy is effective on the first day of the 2002 school year for students entering 5<sup>th</sup> grade and the first day of school year 2003 school year for students entering 6<sup>th</sup> grade.
4. DEFINITIONS: "Supervision" is the act of watching, directing, and guiding a child's activities in order to ensure their safety and well-being. It is also a planned, consistent way to provide ongoing care for children to include necessities of nourishment, sanitation, and well being.
5. POLICY: As delineated below and in Table 1 (enclosed), this policy is based on a child's grade in school, not the child's age. Table 2 (enclosed) is an age-grade conversion chart for children who are home-schooled. During the summer school break period, children are considered to still be in the grade they just completed. Regardless of the category a child falls into, parents are still responsible for assessing weather conditions and the individual capabilities of their children, especially if the children have special needs, before deciding on appropriate supervision options. Incidents of unsupervised children should be reported to the Military Police Desk at 384-0823, who will investigate the incident.
  - a. NewBorn – 1<sup>st</sup> Day of Kindergarten: Children in this category require continual supervision and may never be left alone or unattended.
  - b. Kindergarten – 1<sup>st</sup> Day of 7<sup>th</sup> Grade: Children in this category may not be left alone at home or in a vehicle, but may be allowed to play outside provided they are within sight or hearing distance of a parent or person who has agreed to supervise the child's activities. Children in this category may also travel to and from school, Youth Services (YS), School Age Services (SAS), or scheduled community events. Children in this category may not provide babysitting services.
  - c. 7<sup>th</sup> Grade – 1<sup>st</sup> Day of 10<sup>th</sup> Grade: Children in this category may be allowed to remain at home alone for up to 10 hours, but not for overnight, if they are sufficiently mature to articulate and follow an emergency plan.

Parents must have a prearranged, verifiable telephone check-in plan or a prearranged, verifiable plan for a neighbor or friend to physically check on the child at least once during the time the child is home alone.

d. 10<sup>th</sup> Grade – 12<sup>th</sup> Grade: Children in grades 10-12 may be allowed to remain home alone for up to 24 hours if sufficiently mature to articulate and follow an emergency plan. Parents must have a prearranged, verifiable telephone check-in plan with their child or a prearranged, verifiable plan for a neighbor or friend to physically check on the child at least twice during the time the child is home alone in excess of 10 hours. Children must know where one parent is and know how to contact that parent.

#### 6. BABYSITTING:

a. Children in 7<sup>th</sup> grade and above may provide babysitting services on post. However, children in 7<sup>th</sup> grade through the 1<sup>st</sup> day of 10<sup>th</sup> grade may not babysit in excess of 10 hours per day. Children in 10<sup>th</sup> grade through 12<sup>th</sup> grade may babysit siblings for up to 24 hours or other non-sibling children for up to 12 hours.

b. In accordance with Army Regulation 608-10, babysitters may not provide care in their own quarters on a regular basis without certification through Family Child Care and approval by the Post Commander.

c. The minimum age to be listed in the CYS Babysitter List in Central Registration is age 13. The minimum age to attend the free CYS babysitter training course is age 12 with parent permission.

#### 7. CHILD SUPERVISION OPTIONS:

a. SAS provides care for 1<sup>st</sup> through 6<sup>th</sup> grade youth on a monthly, daily and drop-in care basis.

b. Table 3 (enclosed) lists child supervision criteria and supervision options for parents to consider. Parents should assess their children's capabilities before selecting a child supervision option. Parents who need assistance in identifying an option that meets their requirements should contact the CYS Central Registration Office at 384-7483.

8. The point of contact for this policy is Child and Youth Services at Fort Richardson, 384-1014.

DAVID L. SHUTT  
LTC, AR  
Post Commander

**Table 1 – Child-Supervision Policy (Assuming Safe Weather Conditions)**

This policy applies 24 hours a day, seven days a week to those who are assigned to, supported by, or are guests on Fort Richardson. The care and supervision of children is a parental responsibility. Supervision is a planned, consistent way to provide ongoing care for children to include necessities of nourishment, sanitation, and well being. This policy is based on the child's grade in school and during summer, children are considered to be in the grade just completed.

Age or Grade of Child`	May be Left Alone at Home	May be Left Along Overnight	May be Left Outside Unattended	May be Left Unattended in a Car	May Babysit
Newborn through 1 <sup>st</sup> day of Kindergarten	No	No	No	No	No
Kindergarten through 1 <sup>st</sup> day of 7 <sup>th</sup> grade	No	No	In a playground or yard with immediate access (sight or hearing distance) to adult supervision (note 1).	No	No
Grades 7 through 1 <sup>st</sup> day of 10 <sup>th</sup> Grade	For up to 10 hours, but not overnight (notes 2,4)	No	Yes (notes 2,4)	For up to 15 minutes with the keys removed, doors locked, and the handbrake applied.	For up to 10 hours (notes 3,4)
Grades 10 through 12	For up to 24 hours, overnight, but a neighbor or friend must check on them twice a day. Minors will have telephone access to a neighbor in case of emergency and must know where at least one parent is (notes 2,4)	Yes (notes 2,4)	Yes (notes 2,4)	Yes	For up to 24 hours for a sibling and 12 hours for others. (notes 3,4)

**NOTE:**

1. Adult supervision is defined as someone who has or assumes responsibility for the child (for example, a parent, guardian, care provider, friend).
2. Home-alone training by Child and Youth Services (CYS) or other source is high recommended.
3. CYS babysitting training strongly recommended.
4. Parent must have a prearranged, verifiable telephone or in-person check in plan. Child must be mature enough to articulate and follow an emergency plan.
5. Weather condition must be safe.

<b>Table 2</b> <b>Conversion From Age to Grade (for Home-Schooled Children)</b>							
<b>Age</b>	<b>4-5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>
Grade	Kindergarten	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
<b>Age</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17-18</b>	
Grade	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>	10 <sup>th</sup>	11 <sup>th</sup>	12 <sup>th</sup>	

<b>Table 3</b> <b>Child Supervision Criteria and Options</b>			
Supervision is a planned, consistent way to provide ongoing care for children to include necessities of nourishment, sanitation, and well being.			
<b>Supervision Level</b>	<b>Definition</b>	<b>School Grade/Age Range</b>	<b>Supervision Options</b>
Direct	Someone has responsibility for the child (for example, parent, guardian, care provider, friend).	Elementary school (kindergarten through grade 7); generally 5 to 12 years old	CYs-sponsored: <ul style="list-style-type: none"> <li>• School-age services (SAS)</li> <li>• Child development center (CDC)</li> <li>• Family Child Care</li> </ul> Other Options: <ul style="list-style-type: none"> <li>• In-home babysitter</li> <li>• Nanny</li> </ul>
Monitored	An adult is aware of child's location and activities. An emergency contact is available at all times.	Grades 7 through 9; generally 12 to 14 years old.	CYs-sponsored: <ul style="list-style-type: none"> <li>• SAS and Youth Services programs</li> <li>• Team sports</li> <li>• Instructional classes</li> <li>• Clubs and volunteer activities</li> </ul>
Monitored self-care	Parent have assessed their child's ability and allowed the child to monitor him/her self		



REPLY TO  
ATTENTION OF:

## DEPARTMENT OF THE ARMY

HEADQUARTERS, U.S. ARMY ALASKA  
600 RICHARDSON DRIVE #5000  
FORT RICHARDSON, ALASKA 99505-6000

APVR-RPC

26 August 2002

### MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Buckner Physical Fitness Center (BPFC) Usage and Child Supervision (Post Command Policy 24-12)

1. The purpose of this memorandum is to establish policy regarding usage of BPFC facilities and child supervision requirements for BPFC facilities.
2. This policy applies to all areas within BPFC, including the pool. However, the specific age and supervision provisions do not apply to special programs conducted by organizations such as Child and Youth Services, local schools, or other authorized programs.
3. All patrons of the BPFC facility must conduct themselves in a reasonable, responsible, and prudent manner and accordance with facility rules and regulations. The staff reserves the right to require individuals not abiding by these requirements to leave the BPFC.
4. A parent or guardian must accompany children under the age of 18 who desire to use a tanning booth and must complete the initial screening and waiver forms.
5. Children, age 17, may use all other BPFC facilities without being accompanied by a parent or guardian, provided the parent or guardian completes a registration form in order for their child to use the facilities unaccompanied.
6. Parent and guardians of children who are 16 years of age and younger must maintain direct supervision over their children and must remain in the same area as their child except as follows:
  - a. Children participating in organized classes and activities such as aerobics, karate, and swimming lessons do not have to be under the direct supervision of a parent or guardian during the class; however the parent or guardian must remain in the BPFC facility during the class.
  - b. Children ages 10-16 years of age who have obtained a swim pass may swim in the pool during open swim hours while their parent or guardian uses another fitness area in BPFC, but the parent must remain in the BPFC facility.
7. Children 12 years of age and younger are not permitted in the cardiovascular, life circuit, free weight, Cybex, massage rooms, steam rooms, or sauna areas at any time.
8. Children, ages 5 and older, are required to use gender appropriate locker rooms and bathrooms.
9. In order to help prevent pool contamination, parents of children 3 years of age and younger must have their child's swim clothing screened by the gym staff prior to pool use and to encourage toilet use during the hourly pool breaks.
10. POC is Curt Fortie at 384-1300.



REPLY TO  
ATTENTION OF:

## DEPARTMENT OF THE ARMY

HEADQUARTERS, U.S. ARMY ALASKA  
600 RICHARDSON DRIVE #5000  
FORT RICHARDSON, ALASKA 99505-6000

APVR-RPC

26 August 2002

### MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Post Housing Standards (Post Commander's Policy Letter #24-13)

1. Proper care and maintenance of individual assigned family housing within the Fort Richardson community is the responsibility of all its' residents, not just a command responsibility. Family housing appearance is a direct reflection of it's' occupants, but more importantly provides our families a safe, clean and hazard free environment-one in which we should be proud to reside.
2. The Fort Richardson family housing handbook outlines the requirements for all residents who occupy family housing, to include the required standards for the outside grounds at each set of quarters.
3. The Post Operations section is responsible for conducting periodic inspections of each set of quarters in all areas, of Fort Richardson to ensure compliance with the guidelines outlined in the resident's handbook. The following list outlines some of the types of deficiencies that may result in notification of Post Operations for correction:
  - a. Nameplate missing on front of quarters (must be present within 7 days of signing for quarters).
  - b. Pet tied to building/landscaping.
  - c. Pet feces needs policing (daily requirement).
  - d. Uncontrolled pet complaint.
  - e. Grass needs mowing.
  - f. Grass needs edging.
  - g. Dumpster area needs policing.
  - h. Trash needs policing.
  - i. Fire hydrant/mailbox needs snow removed (3 feet on all sides and a 2-foot wide path to street).
  - j. Remove snow/ice from driveway/steps/sidewalk (front/back).
  - k. Recreational vehicle parked in housing area (RV/Trailer/ATV/Boat/Canoe).
  - l. Other violations of the Housing Resident Handbook.
4. All residents who receive notification to correct deficiencies must correct them in 36 hours. One copy of the notification will be placed on the residents quarters, one copy will be forwarded to the military sponsor's chain of command, and one copy will be retained by Post Operations. If deficiencies are not corrected within 36 hours, a second notification will be sent to the military sponsor, directing them to make an appointment with the Post Sergeant Major. If the military sponsor does not make the appointment or does not rectify the deficiency after meeting with the Post Sergeant Major, the military member's privilege to reside in government housing may be revoked.
5. The point of contact for this policy is Post Operations at 384-2337/2199.

DAVID L. SHUTT  
LTC, AR  
Post Commander



REPLY TO  
ATTENTION OF:

## DEPARTMENT OF THE ARMY

HEADQUARTERS, U.S. ARMY ALASKA  
600 RICHARDSON DRIVE #5000  
FORT RICHARDSON, ALASKA 99505-6000

APVR-RPC (AR 210-50)

18 November 2002

### MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Intra-Post Move (IPM) Request (Post Commander Policy #24-14)

#### 1. References

- a. AR 210-50 Housing Management
- b. USARAK Housing Policy
- c. Resident's Handbook, Fort Richardson

2. All personnel assigned to government quarters, who desire to move from one set of quarters to another, must submit a written request to Housing (Bldg 600, Rm 104). The request must state the reason for the move and include any substantiating documentation. The request must be routed thru the Unit Commander and must include the Unit Commander's recommendation. Sample requests may be obtained from the Housing Office.

3. Upon receipt of the request by the Housing office, the following actions will occur:

- a. The Housing office will schedule a pre-move quarter's inspection. A housing inspector will conduct the inspection to evaluate the general condition of the quarters, i.e. cleanliness, damages, pet control, general safety and maintenance of the unit and yard areas.

- b. The request and results of the pre-move quarters inspection will be evaluated by the Housing staff and forwarded with a recommendation to the Post Commander for action.

- 1) If approved, the member will be contacted by the Housing office and placed on the appropriate waiting list.

- 2) If disapproved, the service member and the chain of command may schedule an appointment with the Post Commander to explain the member's situation and attempt to resolve the issues/concerns that resulted in the decision to deny the request.

DAVID L. SHUTT  
LTC, AR  
Post Commander



**DEPARTMENT OF THE ARMY**

HEADQUARTERS, U.S. ARMY ALASKA  
600 RICHARDSON DRIVE # 6000  
FORT RICHARDSON, ALASKA 99505-6000

REPLY TO  
ATTENTION OF:

APVR-RPC (600-200)

9 December 2002

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: Health and Welfare Inspections of Quarters (Post Commander Policy #24-18)**

**1. References.**

- a. AR 210-50 Housing Management
- b. Resident's Handbook, Fort Richardson
- c. AR 600-200 Command Policy
- d. Manual for Courts Martial, Military Rules of Evidence (Rule 313 and 315)

2. All personnel assigned quarters are required to maintain them in a clean, sanitary and safe condition.

3. If the Housing office receives a report about a possible health and welfare issue in government quarters, the Housing Liaison NCO will contact the Chain of Command of the soldier assigned to the quarters and request the soldier's permission to enter the quarters and conduct an inspection of the quarters. If the soldier declines permission to enter the quarters, the Housing Liaison NCO will forward all pertinent information through the Office of the Staff Judge Advocate to the Post Commander who may, depending upon the facts, authorize either an inspection or search of the quarters.

4. If an inspection of the soldier's quarters is completed and it is determined that the report is founded, the following actions, at a minimum, will occur:

- a. The Chain of Command will assist the soldier in complying with basic housekeeping practices.
- b. The soldier will receive a memorandum from the Post Commander, outlining the deficiencies and necessary corrective action, along with an appointment for a reevaluation of the quarters within 48 hours of receipt.
- c. The soldier and Chain of Command will schedule an appointment with the Post Commander to explain why the soldier should be allowed to retain government housing.

//signed//  
DAVID L. SHUTT  
LTC, AR  
Post Commander





## ARMY COMMUNITY SERVICES - PHONE LISTING

Army Community Services(ACS) Front Desk (Bldg 600 First Floor).....	384-1517
American Red Cross (Bldg 600).....	384-6756
ACS Officer, Bldg 600 Rm A112.....	384-1502
ACS Front Desk, Bldg 600, Rm A138.....	384-1517
Army Emergency Relief Officer,Bldg 600 Rm A123.....	384-7478
Army Family Action Plan Coordinator, Bldg 600 Rm A113 .....	384-6736
Army Family Team Building Program Manager, Bldg 600 Rm A132 .....	384-6736
Employment Readiness Program Manager, Bldg 600 Rms A110 & 111.....	384-6716
Exceptional Family Member Program Manager, Bldg 600 Rm A134 .....	384-0225
Family Advocacy Program Manager, Bldg 600 Rm A125.....	384-1006/2006
New Parent Support Program Prevention Specialist (nurse), Bldg 600 Rm A130 .....	384-7506
New Parent Support Program Prevention Specialist (social worker), Bldg 600 Rm A128 .....	384-7508
Victim Advocate, Bldg 600 Rm A127 .....	384-0504
Family Readiness Group Support Coordinator, Bldg 600 Rm A113.....	384-6736
Financial Readiness Program Manager, Bldg 600 Rm A121, Bldg 600 Rm A136 .....	384-7509
Information, Referral, and Follow-up Program Manager, Bldg 600 Rm A111 .....	384-0282/1517
Installation Volunteer Program Coordinator, Bldg 600 Rm A111 .....	384-6716
Mobilization and Deployment Readiness Program Manager, Bldg 600 Rm A113.....	384-6736
Pooh's Play Group, Bldg 337 Gymnasium, Bldg 600 Rm A133 .....	384-7506/7508
Relocation Readiness Program Manager, Bldg 600 Rm A133 .....	384-1515
Lending Closet, Relocation Specialist, Bldg 600 Rm A133.....	384-7485
Spouses' Day Out, Bldg 600 Rm A136 .....	384-0282/1517
Volunteer Supervisor, ACS, Bldg 600 Rm A119.....	384-6736
Army Emergency Relief (AER) Bldg 600 .....	384-7478
American Red Cross, Bldg 600 Rm A115.....	384-0261
Armed Services YMCA (ASYMCA) Military WIC Clinic (Bldg 600).....	384-2033
Child and Youth Services Outreach Services Central Registration Office, Bldg 600 Rm A109.....	384-7483
Child and Youth Services Outreach Services Coordinator, Bldg 600 Rm A126 .....	384-7884

# FREQUENTLY CALLED TELEPHONE NUMBERS

Fire / Medical / Military Police .....	911
Emergency Service Orders (answered by Fire Department Dispatcher).....	384-3664
Alaska Communication System (ACS) Phone .....	561-1221
Appliance Repair (range, refrigerator, washer, dryer, dishwasher).....	428-2137/1863
Chaplain - Main Post (During Duty Hours).....	384-1468
Child Development Center (CDC) (Building 6).....	384-1315/0686
Army Community Services(ACS) Front Desk (Bldg 600 First Floor) .....	384-1517
ACS Officer (Bldg 600) .....	384-1502
Army Community Service Office Phone Listing0 .....	Listing for office phones inside back cover
Commissary (EAFB Joint Mall).....	580-4425
Elmendorf Air Force Hospital .....	552-2778
Dental Clinic (Bldg. 634).....	384-3697
Directorate of Personnel and Community Activities (DPCA).....	384-2261
Community Action Council.....	384-2261
Community Recreation Division.....	384-1303/1300
Environmental Department of Public Works.....	384-3083
Family Housing (Building 600 Room 104).....	384-0309/0340
Fire Department.....	384-0774
Furnishing Management Branch (Loaner Furniture) Bldg 724 .....	384-0088/1822
Lock out Service – <u>Emergencies only</u> (Mon - Fri, 0700-1700).....	384-0309/0440
Lock Shop (Bldg 706) Mon – Fri 1230-1300 hours .....	384-2001
Lodging Section (Building 602 First Floor).....	384-0421
Mayor’s Office.....	384-0287
Military Police Desk & Lock out service-- after duty hours, weekends & holidays .....	384-0823
Post Information.....	384-1110
Post Commander’s Office (Bldg. 1) .....	384-2280
Mayors’ Office, Bldg 5 .....	384-0287
Post Operations (Building 1) (non-Public Works issues, i.e. neighbor complaints, quarter’s based business authorizations, pet issues, etc.) .....	384-2337/2199
Pest Control/ Entomology Shop .....	384-2990
Post Exchange (Elmendorf Joint Mall).....	753-0232/6275
Post Locator (During Duty Hours).....	384-0306
After Duty Hours.....	384-2000
Post Office (Building 724, Mon - Fri, 1000 - 1800 hours).....	428-2645
GCI Cable Vision.....	786-9200
Red Cross (During Duty Hours).....	384-6756
After Duty Hours.....	552-1110
Self-Help Center (Building 706).....	384-3681
Service Order Call (Mon-Fri, 0730-1630 hours).....	384-3664
Vet Clinic (Building 47-811).....	384-2870/2865
Time & Temperature .....	384-3034